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November 13, 2003

BY HAND

Honorable Jaclyn A. Brilling
Acting Secretary
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223

Re: Case 97-C-0139 – Compliance Filing – Order Establishing Additional Inter-Carrier Service Quality Guidelines

Dear Acting Secretary Brilling:

Enclosed please find an original and twenty (20) copies of the Compliance Filing of Verizon New York Inc. ("Verizon NY") for the Inter-Carrier Service Quality Guidelines, (the "Guidelines") that are being filed pursuant to the "Order Establishing Additional Inter-Carrier Service Quality Guidelines," issued October 29, 2003 (the "October Order"). Please note that Verizon has also provided a red-lined copy of the Guidelines and the accompanying appendices. Please also note that although the October Order at 17 directs Verizon to file Appendix N within 45 days of the date of the order, Verizon will not be filing that appendix due to the fact that it was eliminated by consensus. (See October Order, Attachment 1, at 34.) Please note that Verizon NY also renumbered the BI metrics so that they will appear in sequential order. BI-3-06, which exists only in New Jersey, has been marked as "Not In Use in Verizon North".

Respectfully submitted,

William D. Smith

William D. Smith

cc: Active Parties (By E-Mail and U.S. Mail)

November 2003 Compliance Filing

based on NY PSC 10/29/03 order

New York State
Carrier-to-Carrier Guidelines
Performance Standards and Reports

Verizon Reports

November 2003 compliance filing based on NY PSC 10/29/03 order

Category		Function	# of Metrics
Pre-Ordering	PO-1	Response Time OSS Pre-Ordering Interface	9
	PO-2	OSS Interface Availability	2
	PO-3	Contact Center Availability	2
	PO-4	Change Management Notice	3
	PO-5	Average Notification of Interface Outage	1
	PO-6	Software Validation	1
	PO-7	Software Problem Resolution and Timeliness	4
	PO-8	Manual Loop Qualification	2
Ordering	OR-1	Order Confirmation Timeliness	8
	OR-2	Reject Timeliness	6
	OR-3	Percent Rejects	2
	OR-4	Timeliness of Completion Notification	3
	OR-5	Percent Flow-Through	2
	OR-6	Order Accuracy	2
	OR-7	Percent Order Confirmation Rejects sent within 3 days	1
	OR-8	Acknowledgement Timeliness	1
	OR-9	Order Acknowledgement Completeness	1
	OR-10	PON Notifier Exception Resolution Timeliness	2
	OR-11	Timeliness of Loss of Line Report	1
Provisioning	PR-1	Average Interval Offered	10
	PR-2	Metrics not in use in Verizon North	0
	PR-3	Completed within Specified Number of Days (1-5 Lines)	6
	PR-4	Missed Appointments	9
	PR-5	Facility Missed Orders	4
	PR-6	Installation Quality	3
	PR-7	Metrics not in use in Verizon North	0
	PR-8	Percent Open Orders in a Hold Status	2
	PR-9	Hot Cut Performance	2
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6
	MR-2	Trouble Report Rate	5
	MR-3	Missed Repair Appointments	3
	MR-4	Trouble Duration Intervals	8
	MR-5	Repeat Trouble Reports	1
Network Performance	NP-1	Percent Final Trunk Group Blockage	4
	NP-2	Collocation Performance	8
Billing	BI-1	Timeliness of Daily Usage Feed	1
	BI-2	Timeliness of Carrier Bill	1
	BI-3	Billing Accuracy and Claims Processing	4
Operator Services	OD-1	Operator Services – Speed of Answer/Directory Assistance	2
	OD-2	LIDB, Routing and OS/DA Platforms	0
General Standards	GE-1	Directory Proofs	0
	GE-2	Poles, Ducts, Conduit and Rights of Way	0
Glossary		Glossary of Terms	

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	Reserved for Future Use
M	Order Accuracy Details
N	Reserved for Future Use
O	Test Deck – Weighted transaction Matrix
P	Collocation 45 Day Augment Milestone Chart
Q	Reserved for Future Use
R	NY Carrier Working Group Statement of Purpose and Guidelines for Participation
S	Projects Requiring Special Handling
T	Provisioning Cooperative Continuity Testing – UNE 2-Wire xDSL Loop

INTRODUCTION

This section of the New York State Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to New York Telephone Company, d/b/a Verizon New York (VZ NY). Comprehensive explanations of the standard's definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals are included within this document. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon New York retail services and its wholesale products and services.

Verizon New York will provide Performance Reports on a monthly basis to the Competitive Local Exchange Carriers (CLECs) that were members of the C2C working group in Case 97-C-0139 and to any CLEC that previously requested to receive Performance Reports issued pursuant to the Interim Guidelines, adopted in Case 97-C-0139. Any other CLEC that wants to obtain reports produced pursuant to the Guidelines must contact the Account Manager that Verizon New York designated for that CLEC to make the appropriate arrangements to receive the reports.

Effective November 2001, Verizon will report at the New York state level for metrics PR-1, PR-3, PR-4, PR-5, PR-6, PR-8, PR-9, MR-2, MR-3, MR-4, and MR-5. Disaggregated geographical reports will no longer be provided in the monthly C2C reports. Verizon will continue to provide disaggregated geographical reports to CLECs that have existing interconnection agreements which require these reports. Additionally, CLECs may initiate a request for disaggregated geographical reports through the CLEC's Verizon Account Manager. Once the request is received, Verizon provides that CLEC with disaggregated reports, and will continue to do so until the CLEC issues a discontinue notice through the Account Manager.

URL References

Verizon references URLs, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. The table below lists the URL referenced, the metrics impacted and a General Description of the information found on the URL.

URL	Impacted Metrics	Ge des of U Info
http://www22.verizon.com/wholesale/attachments/2004_east_holiday_schedule.pdf Note: this URL will be in effect in 2004.	PO-1, PO-2, PO-8, OR-1, OR-2, BI-1, BI-3	The curr Holi Veri reco
http://www22.verizon.com/wholesale/clecsupport/content/0,16835,east-wholesale-html-national_market_centers,00.html	PO-3	List hou
http://www22.verizon.com/wholesale/attachments/RESALEINV.pdf http://www22.verizon.com/wholesale/attachments/UNE_INTERVALS.xls http://www22.verizon.com/wholesale/attachments/UNE-PstndrdIntvls.pdf http://www22.verizon.com/wholesale/attachments/Collocation_Intervals.xls	OR-1, OR-2, PR-1, PR-3	List proc inte
http://www22.verizon.com/wholesale/clecsupport/content/1,16835,East%20east-wholesale-customer_docs-verizon_east_cust_docs,00.html	MR-2	List disp cod
http://www22.verizon.com/wholesale/local/collocation/portal/1,20615,c_applications_instructions,00.html	NP-2	List coll app inst
http://www.bell-atl.com/tariffs_info/intra/index.htm	NP-2	List tarif
http://www22.verizon.com/wholesale/local/billing/content/1,20531,e_inquiries,00.html	BI-3	Prov info billi Clai Adju
http://www.verizon.com/wholesale/clecsupport/east/business_rules/downloads/vznorth_ft032103.pdf **Note:** Verizon and CLECs work to update the flow-through list with additional items that flow-through. Changes to the list are based upon the change management process	OR – Appendix H	List Ord Thro scer

GENERAL EXCLUSIONS

Test Ids

Test Ids are excluded from all Carrier to Carrier metric calculations.

Verizon Affiliate Reporting

Verizon affiliate reporting (including Data Services Network Operations (DSNO) formerly known as VADI) is always excluded from CLEC aggregate data for all metrics.

Internally generated LSRs and Service Orders

Internally Generated LSRs are excluded from the Ordering metrics.

Internally Generated Service Orders are excluded from the Provisioning metrics.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics -	Resale POTS – Residence	Retail POTS – Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS – Business
Exceptions Noted below:	Resale POTS – Total	Retail POTS – Total
	Resale 2-Wire Digital Services	Retail ISDN (2-Wire Digital)
	UNE POTS Platform	Retail POTS – Total
	UNE POTS Loop New	Retail POTS – Total
	UNE POTS Total	Retail POTS Total
	UNE POTS Loop - Total	Retail POTS – Total
	UNE 2-Wire Digital Loop	Retail ISDN (2-Wire Digital)
	UNE 2–Wire xDSL Loop	VADI/DSNO Line Sharing
	UNE 2-Wire xDSL Line Share	VADI/DSNO Line Sharing
	UNE 2-Wire xDSL Line Splitting	VADI/DSNO Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 [1]
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 [1]
	UNE EEL – Loop	Retail DS1[1]
	UNE EEL	Retail DS1[1]
	Interconnection Trunks (CLEC)	IXC Feature Group D Trunks
	Specials – Total	Retail Specials – Total
	Resale Specials Other	Retail Specials Other
	UNE Specials Other	Retail Specials Other
	Resale POTS/Complex	Retail POTS – Total (All)
	UNE POTS/Complex	Retail POTS – Total (All)
Exceptions for provisioning:		
PR-1-09	UNE EEL and IOF	No retail compare. Refer to the EEL and IOF legends on the C2C report template for the performance standards.
PR-4-02	UNE 2-Wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2-Wire xDSL Loop	Retail POTS – Dispatched
PR-6	UNE 2-Wire Digital	Retail POTS – Dispatched
PR-6-01	UNE POTS Loop-Total	Retail POTS – Dispatched
PR-8	UNE 2-Wire xDSL Loop	Retail Specials DS0
Maintenance Measures:	Resale POTS – Residence	Retail POTS – Residence
ALL where parity is standard	Resale POTS – Business	Retail POTS – Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2-Wire Digital Services	Retail ISDN (2-Wire Digital)
	UNE Platform – Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence	Retail POTS – Residence
	UNE Platform – Business	Retail POTS – Business
	UNE Loop	Retail POTS – Total (Business and Residence)
	UNE 2-Wire Digital Loop	Retail POTS – Total (ALL)[*]

0[1] Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

1[*] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

Retail Analog Compare Table, continued

Maintenance Measures, continued:	UNE 2-Wire xDSL Loop	Retail POTS – Total (ALL)*
ALL where parity is standard	UNE 2-Wire xDSL Line Share	VADI/DSNO Line Sharing
	UNE 2-Wire xDSL Line Splitting	VADI/DSNO Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	Resale Specials (Total)	Retail Specials (Total)
	UNE Specials DS0 & below	Retail Specials DS0 & below
	UNE Specials DS1 & above	Retail Specials DS1 & above
	UNE Specials (Total)	Retail Specials (Total)
	Interconnection Trunks (CLEC)	IXC Feature Group D Trunks
Exceptions for Maintenance MR-4-07 and MR-4-08	UNE POTS Loop	Retail POTS (Total Loop and CO Frame/Wiring troubles) **Note:** excludes translation and switch troubles

2* Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

Product Code Information

The table below defines the product codes listed on the monthly C2C reports.

Sub-Code	Product
1000	**Resale & UNE combined**
1021	Operator Service Center
1030	Directory Listing
1100	Resale & UNE Combined POTS
1110	Resale & UNE Combined POTS Business
1120	Resale & UNE Combined POTS Residence
1200	**Resale & UNE Combined Specials**
1210	Resale & UNE Combined Specials DS0
1211	Resale & UNE Combined Specials DS1
1213	Resale & UNE Combined Specials DS3
1214	Resale & UNE Combined Specials (Non DS0, DS1 & DS3)
1216	Resale & UNE Combined Specials (Non DS0 & DS0)
1217	Resale & UNE Combined Specials (DS1 & DS3)
1300	**Resale & UNE Combined Complex Services**
1341	Resale & UNE Combined 2-Wire Digital Services
1342	Resale & UNE Combined 2-Wire xDSL Loops
1343	Resale & UNE Combined POTS 2-Wire xDSL Line Sharing
2000	**Resale**
2030	Resale & UNE
2031	Resale Directory Listing Orders
2100	Resale POTS
2103	Resale POTS/Complex
2104	Resale POTS/Pre-qualified Complex
2110	Resale POTS Business
2120	Resale POTS Residence
2200	**Resale Specials**
2210	Resale Specials DS0
2211	Resale Specials DS1
2213	Resale Specials DS3
2214	Resale Specials (Non DS0, DS1 & DS3)
2216	Resale Specials (Non DS0 & DS0)
2217	Resale Specials (DS1 & DS3)
2300	**Resale Complex**
2320	Resale POTS + Complex / Pre-qualified
2341	Resale 2-Wire Digital Services
2342	Resale 2-Wire xDSL Services

Sub-Code	Product
3000	**UNE**
3031	UNE Directory Listing Orders
3100	UNE POTS
3111	UNE POTS – Hot Cut Loop
3112	UNE POTS – Loop
3113	UNE POTS – Loop New
3121	UNE POTS – Other
3122	UNE POTS - Other (UNE Switch & INP)
3133	UNE POTS & Complex
3140	UNE POTS Platform
3142	UNE POTS – Platform & Other (UNE Switch & INP)
3143	UNE Platform
3144	UNE Platform Business
3145	UNE Platform Residence
3200	**UNE Specials**
3210	UNE Specials DS0
3211	UNE Specials DS1
3213	UNE Specials DS3
3214	UNE Specials (Non DS0, DS1 & DS3)
3216	UNE Specials (Non DS0 & DS0)
3217	UNE Specials (DS1 & DS3)
3300	**UNE Complex**
3320	UNE Loop/Pre-qualified Complex/LNP + Platform
3331	UNE Loop/Pre-qualified Complex/LNP
3340	UNE 2-Wire xDSL - Line Sharing & Line Splitting
3341	UNE 2-Wire Digital Services
3342	UNE 2-Wire xDSL Loops
3343	UNE 2-Wire xDSL - Line Sharing
3345	UNE 2-Wire xDSL - Line Splitting
3346	UNE 2-Wire Digital Services & 2-Wire xDSL Loops
3347	UNE 2-Wire Digital Services & 2-Wire xDSL Loops & Analog Loop

Sub-Code	Product
3500	**Additional UNE Services**
3510	UNE EEL
3511	UNE EEL – Backbone
3512	UNE EEL – Loop
3520	UNE Hot Cut
3530	UNE IOF
3540	UNE LNP
3550	UNE Loop
3551	UNE Loop – New
4100	**Top 100 POTS**
4110	Top 100 POTS Business
4120	Top 100 POTS Residence
4200	Top 100 Specials
4300	Top 100 Complex
5000	**CLEC Trunks**
5010	CLEC Trunks (<= 96 Forecasted Trunks)
5020	CLEC Trunks (<= 192 Forecasted Trunks)
5030	CLEC Trunks (> 192 and Unforecasted Trunks)
5040	Reciprocal Trunks
5400	CLEC Trunks Dedicate
6000	**Systems Metrics**
6020	EDI
6030	CORBA
6040	Maintenance Web GUI (RETAS)
6050	Pre-order/Order Web GUI aka LSI/W
6060	Maintenance - Electronic Bonding Interface
6070	Electronic
6080	Retail Maintenance Web GUI(RETAS) & Retail Pre-order/Order Web GUI (LSI/W) combined

Sub-Code	Product
6600	**Change Notification & Confirmation Combined**
6601	Change Notification (Total Type 1-5)
6602	Change Confirmation (Total Type 1-5)
6610	Change Notification & Confirmation - Emergency Maintenance
6611	Change Notification - Emergency Maintenance
6612	Change Confirmation - Emergency Maintenance
6620	Change Notification & Confirmation - Regulatory
6621	Change Notification - Regulatory
6622	Change Confirmation - Regulatory
6630	Change Notification & Confirmation - Industry Standard
6631	Change Notification - Industry Standard
6632	Change Confirmation - Industry Standard
6640	Change Notification & Confirmation - BA Originated
6641	Change Notification - BA Originated
6642	Change Confirmation - BA Originated
6650	Change Notification & Confirmation - TC Originated
6651	Change Notification - TC Originated
6652	Change Confirmation - TC Originated
6660	Change Notification & Confirmation - Industry Standard, Verizon Originated and TC Originated
6661	Change Notification - Industry Standard, Verizon Originated and TC Originated
6662	Change Confirmation - Industry Standard, Verizon Originated and TC Originated
6670	Change Notification & Confirmation - Emergency Maintenance and Regulatory
6671	Change Notification - Emergency Maintenance and Regulatory
6672	Change Confirmation - Emergency Maintenance and Regulatory
6700	**Collocation**
6701	Collocation - New Applications
6702	Collocation - Augment Applications - 45 days and 76 days combined
6703	Collocation - Physical
6704	Collocation - Virtual
6711	Collocation - Augment Applications - 76 days
6712	Collocation - Augment Applications - 45 days
6801	Collocation - Aggregate Total of % On Time Response to Request
6802	Collocation - Aggregate Total of % On Time
6803	Collocation - Aggregate Total of Average Delay Days
6110	Physical, SCOPE, CCOE, Virtual - New
6120	Physical, SCOPE, CCOE, Virtual - Augment

Sub-Code	Product
9000	**Retail**
9100	**Retail POTS**
9102	Retail POTS - Total (Res + BUS)
9103	Retail POTS - Total ALL (RES + BUS + ISDN BRI)
9104	Retail POTS - Dispatched
9110	Retail POTS Business
9120	Retail POTS Residence
9200	**Retail Specials**
9210	Retail Specials DS0
9211	Retail Specials DS1
9212	Retail Specials DS1 - excluding feature changes PRI ISDN
9213	Retail Specials DS3
9214	Retail Specials (Non DS0, DS1 & DS3)
9215	Retail Specials - Other
9216	Retail Specials (Non DS0 & DS0)
9217	Retail Specials (DS1 & DS3)
9300	**Retail Complex**
9341	Retail 2-Wire Digital Services
9343	Retail 2-Wire xDSL - VADI/DSNO Line Sharing
9500	**Retail Trunks (IXC Feature Group D Trunks)**
9600	**Retail Systems Metrics**

Section 1

Pre-Ordering Performance

(PO)

	Function	Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2

Function:

PO-1 Response Time OSS Pre-Ordering Interface

Definition:

This metric measures the response time of the OSS Pre-Ordering Interface.

Response Time: For metrics PO-1-01 through 1-06, and PO-1-09, response time is the amount of time, rounded to the nearest 1/100th of a second for a successful Pre-Order transaction. **Note:** Successful transactions are those where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information.

For CLEC transactions, response time is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.

For PO-1-07, response time is the amount of time, rounded to the nearest 1/100th of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.

Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07, and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.

Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

Refer to the URL matrix at the beginning of the C2C guidelines to obtain the URL for the current year's holiday schedule in effect at the time of the compliance filing. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces)*:* Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.
- WEB GUI / Local Service Interface / Wholesale (LSI/W): Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail, plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:

The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.

For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the *Ente*r key is hit until a response from the Pre-Ordering OSS is received back on the display screen.

At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.

The total number of simulated queries depends on the average response times.

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ***ada***. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, ***excluding*** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

$\sum$ Response Times for each transaction divided by the Number of Transactions for each transaction type.

Note: For all PO-1 **Retail** sub-metrics, and for sub-metric PO-1-07, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:		
Company: • VZ Retail[2] • CLEC Aggregate • CLEC Specific (PO-1-09 only)	Geography: • New York	
Products	CLEC Aggregate: • EDI • CORBA • WEB GUI / LSI/W **Note:** Metric PO-1-09 ***Parsed CSR*** does not go through the WEB GUI/LSI/W interface, therefore, sub-metric PO-1-09 does not report WEB GUI /LSI/W results.	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [3]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – xDSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Number of transactions that timeout.	Total number of transactions.

[2] For sub-metric PO-1-09, there is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

[3] While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface, continued		
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

Function:

PO-2 OSS Interface Availability

Definition:

This metric measures the OSS Interface Availability. The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.

Scheduled Availability is as follows:

- Prime Time: 06:00:00 to 23:59:59 EST Monday through Saturday, ***excluding*** major Holidays
- Non-Prime Time: 00:00:00to 05:59:59 EST Monday through Saturday, and all day Sundays and Holidays.

Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the ***Observations*** column heading.

Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI (Local Services Interface/Wholesale (LSI/W)), CORBA, and Maintenance Electronic Bonding Interface (EB). Each availability interface is measured separately with each interface having its own set of processing complexes. A processing complex consists of a set of servers that serve as primary and backup. The number of processing complexes associated with each interface (EDI, CORBA or WEB GUI (also known as LSI/W)) varies as needed, however, the metric calculations performed for each interface includes the number of processing complexes associated with the individual interface. For example, when determining the number of Prime-Time minutes scheduled for the month, for the EDI interface, the number of processing complexes associated with EDI is factored into the calculation. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

The following exclusions apply:

- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Metric PO-2-02: ≥ 99.5%
Metric 2-03: no standard

Methodology – PO-2 OSS Availability

Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (WCCC)) with EnView reported outages. Verizon measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, CORBA and WEB GUI aka LSI/W interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.
Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in an 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

PO-2 Formula:		
(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100. For example (assuming all processing complexes are scheduled to be operational for the entire month): **Step One:** Determine prime-time scheduled minutes in a month. This is accomplished by [(number of days (Monday through Saturday) in the report month) x (scheduled prime-time hours per day) x (sixty (60) minutes)] x the number of processing complexes. **Step Two:** Determine number of outage minutes in a month. **Step Three:** [(prime-time scheduled minutes in a month minus outage minutes in a month) / (prime-time scheduled minutes in a month)] x 100 = Prime-Time Availability %		
Report Dimensions:		
Company: • CLEC Aggregate		Geography: • Verizon North **Note:** Verizon North includes CT, MA, ME, NH, NY, RI, VT
Products	• Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI • EDI • CORBA • Maintenance – Electronic Bonding Interface	
Sub-Metrics – OSS Interface Availability		
PO-2-01	**Metric Not in Use in Verizon North**	
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Total number of scheduled prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during prime-time in the month for all available processing complexes.	Total number of scheduled prime-time hours in the month for all available processing complexes..
PO-2-03	**OSS Interface Availability – Non-Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Total number of scheduled non-prime-time hours in the month for all available processing complexes minus the total number of unscheduled outage hours during non-prime-time hours in the month for all available processing complexes.	Total number of scheduled non-prime-time hours in the month for all available processing complexes.

Function:

PO-3 Contact Center Availability

Definition:

This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.

This metric also includes **Speed of Answer – CLEC** centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).

Note: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator.

Speed of Answer is measured in seconds from the time a call enters the VZ ACD until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. VZ measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative.

The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD. For calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when a representative answers the call.

Exclusions:

Calls directed to and answered by dedicated representatives.

Performance Standard:

PO-3-02 and PO-3-04: 80% within 30 seconds
Center Hours of Operation:

Repair Help Desk: 24 hours per day – seven (7) days a week
Order Processing Assistance: 8:00AM to 6:00PM Monday through Friday.
Note: The Repair Help Desk is measured in metric PO-3-04.
The Order Processing Assistance Center is measured in metric PO-3-02.

Refer to the URL matrix at the beginning of the C2C guidelines to obtain the URL that provides the various center hours of operation schedules. After accessing the web-site, select a center to receive center-specific information.

Report Dimensions		
Company: CLEC Aggregate	Geography: PO-3-02: Verizon North UNE & Resale combined PO-3-04: All East States UNE & Resale combined	
Products	• Resale	• UNE
Sub-Metrics		
PO-3-01	**Metric Not in Use in Verizon North**	
PO-3-02	**% Answered within 30 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.
PO-3-03	**Metric Not in Use in Verizon North**	
PO-3-04	**% Answered within 30 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes. Documentation is not considered available until all material changes are made.		
Exclusions:		
None.		
Performance Standard:		
PO-4-01: 95% PO-4-02: No standard PO-4-03: no delayed notices and documentation over eight (8) calendar days. The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures. * Regulatory changes will vary based on application law/regulatory rules.		
Timeliness Standards:		
Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[4]
Type 5 – CLEC originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 4 – Verizon originated	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 3 – Industry Standard	≥ 73 calendar days for business rules, ≥ 66 calendar days for technical specifications	>= 45 calendar days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, change notification and change confirmation is negotiated on an individual case basis through the Change Management Process.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Report Dimensions		
Company: CLEC Aggregate		Geography: Verizon North Verizon North includes: CT, MA, ME, NH, NY, RI, and VT.
Products	Change Notification: • Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)	Change Confirmation • Type 2 – Regulatory • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)
Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**

[4] Type one (1) change confirmation is not applicable.

	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.

Sub-Metrics, continued	
PO-4-02	**Change Management Notice – Delay one (1) to seven (7) days**
Calculation	**Data Value**
	Cumulative delay days for all notices sent one (1) to seven (7) days late.
PO-4-03	**Change Management Notice – Delay eight (8) plus days**
Calculation	**Data Value**
	Cumulative delay days for all notices sent eight (8) or more days late.

Function:

PO-5 Average Notification of Interface Outage

Definition:

This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC.

Note: Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.

Exclusions:

None.

Performance Standard:

Not more than: 20 minutes.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Verizon East Verizon East includes: CT, MA, ME, NH, NY, RI, VT, NJ, PA, VA, MD, DC, WV, and DE.

Sub-Metrics

PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:

PO-6 Software Validation

Definition:

This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics in any Performance Assurance Plan (PAP) that the Commission may adopt in relationship to Verizon New York's application to provide interLATA services in New York. Within the software validation metric, weight factors will be allocated among transaction types *(e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order)* and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

Verizon New York will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon New York will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon New York will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights.

For those months that Verizon does not execute the test deck, the C2C report Is populated with the notation ***R3*** to indicate the test deck is executed three (3) times per year.

Exclusions:

None.

Performance Standard:

PO-6-01: < = 5%

Report Dimensions:

Company:	Geography:
CLEC Aggregate	Verizon North

Sub-Metrics

PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:

PO-7 Software Problem Resolution Timeliness

Definition:

This metric measures Software Problem Resolution Timeliness. Verizon installs software CLEC-affecting releases three (3) times per year (usually during the months of February, June, and October). After each major CLEC-affecting software release, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Wholesale Customer Care Center (WCCC), those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.

PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a major CLEC-affecting software release.

For those months that Verizon installs software releases, (usually February, June and October) the PO-7-04 sub-metric is populated on the C2C report with data in accordance with the sub-metric definition. R3 is reported in all other months for PO-7-04 to indicate CLEC-affecting software releases are installed three (3) times per year.

For sub-metrics PO-7-01, PO-7-02, and PO-7-03, the C2C report is populated with data in the month *following* the software release (usually March, July and November). R3 is reported in all other months for PO-7-01, PO-7-02, and PO-7-03 to indicate CLEC affecting software releases are installed three (3) times per year.

Note: In the event any of the three major CLEC-affecting software releases are installed outside the usual schedule, the data will be populated in accordance with the rules documented above. For example, if the February release was installed in March, PO-7-04 data would be populated in March, and PO-7-01, PO-7-02 and PO-7-03 data would be populated in April.

Exclusions:

Failed Pre-order and Order transactions reported to the WCCC after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.

Performance Standard:

PO-7-01: >= 95%
PO-7-02 and PO-7-04: 48 Hours
PO-7-03: 10 days

Note: The data value populated on the C2C report for PO-7-02, 7-03 and 7-04 represents the number of hours (or days) beyond the standard. ***For example,*** a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard.

Problem Resolution Timeliness Standard measured from time the trouble was reported to the WCCC (see Appendix O).

Report Dimensions:

Company:	Geography:
CLEC Aggregate	PO-7-01, PO-7-02, and PO-7-03: Verizon East PO-7-04: Verizon North Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and D.C.

Sub-Metrics		
PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	Number of production referrals resolved within timeliness standard.	Total number production referrals.
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with transaction rejects with no workaround.	
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Data Value**	
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with transaction rejects with a workaround.	
PO-7-04	**Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [5]	
Calculation	**Data Value**	
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with transaction rejects with no workaround for Test Deck Transactions.	

[5] This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:

PO-8 Manual Loop Qualification

Definition:

The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services *(e.g. 2-Wire-xDSL)*, when such information is not available through an electronic database.

Exclusions:

- Weekend and major Holidays are excluded from the interval count.

Note: Weekend hours are from 5:00PM Friday to 8:00AM Monday. Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday.

- Digital Design Loops that require loop conditioning (HXMU code)
- Test CLEC Ids

Performance Standard:

PO-8-01: 95% within 48 Hours
PO-8-02: 95% within 72 Hours

Report Dimensions:

Company:	Geography:
CLEC Aggregate	New York

Sub-Metrics

PO-8-01	**% On Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of manual loop qualification transactions.
PO-8-02	**% On Time– Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	8
OR-2	Reject Timeliness	6
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	3
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	2
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1
OR-10	PON Notifier Exception Resolution Timeliness	2
OR-11	Timeliness of Loss of Line Report	1

Function:

OR-1 Order Confirmation Timeliness

Definition:

This metric measures Order Confirmation Timeliness.

Resale and UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. **Note:** Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines. **Note**: Effective October 2001, orders for UNE Specials DS0 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format.

Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.

Related PONs: When a CLEC designates RPONs, the FOC/LSC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Note: Effective October 2001, orders for UNE Specials DS0 EELs (Loop and Backbone) will be submitted via ASRs. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is for more than five (5) lines.

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each SUPP.

Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

OR-1 Definition, continued:

Notes:

(1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.

(2) Verizon New York includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon New York's error in initial confirmation[6] in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.

(3) If no order confirmation time exists due to a missing order confirmation, Verizon New York will use the completion notification time.

(4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.

(5) The Pre-Qualified Complex category includes 2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

(6) ASR requests that have the **RTR** field populated with a code that indicates the CLEC requested that no confirmation/response be sent are not counted in the OR-1 confirmation timeliness metrics.

Exclusions:

Resale and UNE:

- VZ Test Orders [7]
- Weekend and holiday hours (other than flow-through):
  - Weekend hours are from 5:00PM Friday to 8:00AM Monday.
  - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- Special Project PONs (if applicable) per the process documented in Appendix S.
- For OR-1-02: SOP scheduled downtime hours (flow-through).

  Verizon SOP scheduled hours are as follows:

  Monday through Friday 12:30AM to 11:30PM
  Saturday 12:30AM to 7:30PM
  Sunday 7:30 AM to 11:30PM.

  Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

[6] Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon New York reasons are not counted as resent confirmations.

[7] VZ-Test Orders – see Glossary.

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • New York
Performance Standard: OR-1 Order Confirmation Timeliness	
OR-1-02, 1-04, 1-06, 1-08, 1-10, 1-12, and OR-1-19: 95% On Time according to the schedule below: OR-1-13: 95%	

Resale:	**UNE:**	**Interconnection Trunks (CLEC):**
Electronically Submitted Orders*:* POTS/Pre-Qualified Complex: • Flow-through orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) • 2- wire Digital Services: 72 hours Special Services: • Orders with no facility check : 48 hours Order with facility check: 72 hours[10] **Faxed/Mailed Orders**: Not available for Resale	**Electronically Submitted Orders:** POTS/Pre-Qualified Complex: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services(requiring Manual Loop Qualification) • 2-Wire Digital Services: 72 hours • 2-Wire xDSL Loops: 72 hours • 2-Wire xDSL Line Sharing/Line splitting: 72 hours Special Services: • Orders with no facility check: 48 hours Note: The 48 hour standard does **not** apply to UNE specials (UNE DS0 EELs > 6 lines, UNE DS1 and above) received via ASR. • Orders with facility check: 72 hours (includes UNE Specials DS0 EELs > 6 lines, and UNE Specials DS1 and above) **Faxed/Mailed Orders**: Add 24 hours to intervals above. Fax/Mail is not available for LSR orders: (UNE POTS and Complex (2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting)).	**Electronically Submitted Orders:** Firm Order Confirmation: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Design Layout Record • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Verizon Inbound Augment Trunks: • ≤ 192 Trunks accepted TGSRs: 10 Business Days • <= 192 Trunks: denied responses for TGSRs received via e-mail: less than or equal to seven (7) business days. • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

0[10] Also includes orders requiring facility verification as listed in the interval guides. Refer to the URL matrix at the beginning of the guidelines for the URL on specific products and intervals. .

Sub-Metrics		
OR-1-01	**Metric Not in Use in Verizon North**	
OR-1-02	**% On Time LSRC – Flow-through**	
Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	**Metric Not in Use in Verizon North**	
OR-1-04	**% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-Qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials DS0
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	**Metric Not in Use in Verizon North**	
OR-1-06	**% On Time LSRC/ASRC – Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[8] • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	**Metric Not in Use in Verizon North**	
OR-1-08	**% On Time ASRC - No Facility Check (Fax/Mail)**	
Products	UNE: • Specials DS0	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.

[8] UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-09	**Metric Not in Use in Verizon North**	
OR-1-10	**% On Time ASRC - Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[9] • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	**Metric Not in Use in Verizon North**	
OR-1-12	**% On Time FOC**	
Products	Trunks: • Interconnection Trunks (CLEC) (≤ 192 Forecasted Trunks) • Interconnection Trunks (CLEC) (> 192 and Unforecasted Trunks and Projects)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • Interconnection Trunks (CLEC)	
Calculation	**Numerator**	**Denominator**
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	**Metrics not in use in Verizon North.**	
OR-1-19	**% On Time Response - Request for Inbound Augment Trunks** **Note:** This metric is a combined measure including both; denied TGSRs that have a seven (7)-day performance standard, and accepted TGSRs that have a 10-day performance standard.	
Products	• Verizon Inbound Augment Trunks (≤ 192 Trunks) • Verizon Inbound Augment Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of requests for Inbound Augment Trunks with responses sent within the specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

[9] Orders for UNE DS0 EELs (Loop and Backbone) for > = 6 lines require a facility check.

Function:

OR-2 Reject Timeliness

Definition:

This metric measures Reject Timeliness.

Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (Request Manager) or Fax date and time stamp. **Note:** Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Percent of Orders Rejected On Time:
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Related PONs: When a CLEC designates RPONs, the FOC/LSC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Notes:
(1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
(2) Measurements are based on rejected orders.
(3) VZ NY does not include cancelled orders in the measurements.
(4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month.
(5) The Pre-Qualified Complex category includes 2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

- VZ Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Any reject/query that occurs on an ASR that has the **RTR** field populated with a code that indicates the CLEC did not require a response (and the first notification for the ASR would have been a confirmation).
- Special Project PONs (if applicable) per the process documented in Appendix S.

- Weekend and Holiday Hours (other than flow-through):
  - Weekend Hours are from 5:00PM Friday to 8:00AM Monday.
  - Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests.

OR-2 Exclusions, continued:

- For OR-2-02: SOP scheduled downtime hours (Flow-through).
  Verizon SOP Scheduled hours are as follows:

  Monday through Friday 12:30AM to 11:30PM
  Saturday 12:30AM to 7:30PM
  Sunday 7:30 AM to 11:30PM

  Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

Report Dimensions :

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Performance Standard – Reject Timeliness

OR-2-02, 2-04, 2-06, 2-08, 2-10, and 2-12: 95% On Time According to schedule below:

Resale:	**UNE:**	**Interconnection Trunks (CLEC):**
Electronically Submitted Orders*:* POTS: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): • Orders: 72 hours Special Services: [10] • Orders with no facility check: 48 hours • Orders with facility check: 72 hours **Faxed/Mailed Orders**: Not available for Resale	**Electronically Submitted Orders:** POTS*:* • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) *:* • 2-Wire Digital Services 72 hours • 2-Wire xDSL Loop: 72 hours • 2-Wire xDSL Line Sharing/Linesplitting: 72 hours Special Services: [11] • Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs > 6 lines, DS1 and above) received via ASR. • Orders with ≥ facility check: 72 hours (includes UNE DS0 EELs > 6 lines and UNE DS1s and above) **Faxed/Mailed Orders**: Add 24 hours to intervals above. Fax/Mail is not available for LSRs: UNE POTS and Complex (2-Wire Digital, 2-Wire xDSL Loop, and 2-Wire xDSL Line Sharing/Line Splitting).	**Electronically Submitted Orders:** • ≤ 192 Trunks: less than or equal to seven (7) Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

[10] Also includes orders requiring facility verification as listed in the interval guides. Refer to the URL matrix at the beginning of the guidelines for the URL on specific products and intervals.
[11] Also includes orders requiring facility verification as listed in the interval guides. Refer to the URL matrix at the beginning of the guidelines for the URL on specific products and intervals.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Metric Not in Use in Verizon North**	
OR-2-02	**% On Time LSR Reject (Flow-through)**	
Products	Resale*:* • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-03	**Metric Not in Use in Verizon North**	
OR-2-04	**% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	**Metric Not in Use in Verizon North**	
OR-2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	**Metric Not in Use in Verizon North**	

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-08	**% On Time Reject - No Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	**Metric Not in Use in Verizon North**	
OR-2-10	**% On Time Reject – Facility Check (Fax)**	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.
OR-2-11	**Metric Not in Use in Verizon North**	
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • Interconnection Trunks (CLEC)	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard (less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:

OR-3 Percent Rejects

Definition:

This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected.

The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering System (Request Manager (for LSRs), CAFÉ and EXACT (for ASRs)), not just those with associated CRIS completions.

Note: Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.

Exclusions:

- VZ Test Orders

Performance Standard:

OR-3-01: No standard.
OR-3-02: 95%

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	**% LSR Resubmission Not Rejected**	
Products	EDI	
Calculation	**Numerator**	**Denominator**
	Total EDI PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of EDI PONs already in Verizon's systems.	Total number of EDI PONs resubmitted at Verizon's request.

Function:

OR-4 Timeliness of Completion Notification

Definition:

Refer to the *Definition* listed next to each OR-4 sub-metric (OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.

Exclusions:

- Verizon Test Orders
- Orders not received through the Verizon NetLink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI (LSI/W)
- Special Project PONs (if applicable) per the process documented in Appendix S.
- Sub-metric OR-4-11 *only* includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN.

Performance Standard:

For sub-metric OR-4-11; 0.25% of PONs that received neither a PCN nor a BCN within two (2) business days from the SOP posting of the provisioning of the last service order associated with a specific PON.

For sub-metric OR-4-16: 95% of PCNs sent within one (1) business day.
For sub-metric OR-4-17: 95% of BCNs sent within two (2) business days.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics Timeliness of Completion Notification

OR-4-01 through OR-4-10	**Metrics Not in Use in Verizon North**	
OR-4-11	**% Completed orders with neither a PCN nor BCN sent**	
Description	The percent of EDI PONs for which the last service order has been *provisioning completed* in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) business days after *provisioning completion*, the order will be captured here in this measure.	
Products	CLEC Aggregate: • EDI	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as *provisioning completed* in SOP.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in SOP in a month.

Sub-Metrics Timeliness of Completion Notification, continued		
OR-4-12 through OR-4-15	**Metrics Not in Use in Verizon North**	
OR-4-16	**% Provisioning Completion Notifiers sent within one (1) Business Day**	
Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning work completion (in WFA as noted in the Verizon SOP system) of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one business day of the Work Order Completion (WFA completion date) in SOP.	
Products	**CLEC Aggregate:** • **EDI**	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a PCN within one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.
OR-4-17	**% Billing Completion Notifiers sent within two (2) Business Days**	
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.	
Products	**CLEC Aggregate:** • **EDI**	
Calculation	**Numerator**	**Denominator**
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

Function:

OR-5 Percent Flow-Through

Definition:

This metric measures the percent of valid orders (submitted via LSR in the report month) received through the electronic ordering interface (example includes: Request Manager) that processed directly through to the legacy Service Order Processor system (SOP) and were confirmed without manual intervention. These confirmations require no action by a Verizon service representative to input an order into SOP. This is also known as Ordering flow-through.

% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.

Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders (orders failing basic front-end edits) submitted via LSR are not considered to be a valid confirmed order, and therefore are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.

Exclusions:

- VZ Test Orders
- Special Project PONs (if applicable) per the process documented in Appendix S.

From Achieved Flow-through:

- Orders not eligible to flow-through
  Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H.
- Orders with CLEC input errors in violation of published business rules

Performance Standard:

OR-5-01 No standard developed for total flow-through.
OR-5-03: 95% for % flow-through achieved

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• New York

Sub-Metrics

OR-5-01	**% Flow-through – Total**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow-through for specified product.	Total number of LSR records (confirmed orders) for specified product.
OR-5-02	**Metric Not in Use in Verizon North**	
OR-5-03	**% Flow-through Achieved**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of orders that flow-through for specified product.	Number of confirmed flow-through eligible orders.

Function:

OR-6 Order Accuracy

Definition:

This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of order confirmations sent from Verizon to the CLEC with error. The second measure is focused on the percent of fields populated correctly on the Verizon order.

Methodology:

For sub-metric OR-6-01, VZ uses a manual audit process of sampled orders. A random sample of approximately 400 orders for Resale, 400 orders for UNE Loop/Complex/LNP, and 400 orders for UNE Platform each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s). Refer to Appendix M for a list of fields reviewed by Verizon.

Verizon samples by centers that process CLEC orders and pulls 20 LSRs per center. Samples are identified using random number generation from DCAS. Verizon then prints a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluates the FOC to determine if the information included is accurate.

For sub-metric OR-6-03, the measure is a percentage of all confirmations sent due to Verizon error against the total number of confirmations sent in the reporting month.

Exclusions:

- Orders entered by the CLEC that flow-through.

Performance Standard:

OR-6-01 95% orders without Verizon errors.
OR-6-03: not more than 5% of LSRCs resent due to Verizon error.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	**Resale:** OR-6-01: Verizon North OR-6-03: Verizon New York **UNE:** OR-6-01: Verizon North OR-6-03: Verizon New York **Note 1:** Verizon North includes CT, MA, ME, NH, NY, RI, VT **Note 2:** OR-6-03 is reported at a state specific level for both Resale and UNE

Sub-Metrics

Products	Resale	UNE: • Loop/Complex/LNP • Platform
OR-6-01	**% Service Order Accuracy**	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-02	**Metric Not in Use in Verizon North**	

OR-6 Sub-Metrics, continued		
OR-6-03	**% Accuracy – LSRC**	
Calculation	**Numerator**	**Denominator**
	Number of LSRCs resent due to error.	Number of LSRCs.

Function:

OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days

Definition:

The percent of Resale, UNE Loop, and UNE Platform LSRs confirmed or rejected by Verizon within three (3) business days of receipt as a percent of total LSRs received. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Related PONs: When a CLEC designates RPONs, the FOC/LSC time-stamp used for receipt of all RPONs is the date/time the last RPON is received. The FOC/LSC returned date/time would be the actual returned date/time of each RPON.

Note: This is a measure of completeness not timeliness.
Source: Master PON File.

Exclusions:

- Cancelled orders.
- LSRs that were supplemented prior to confirmation or rejection.
- Edit Rejects (negative 99s) that are not eligible for confirmation or rejection.
- Special Project PONs (if applicable) per the process documented in Appendix S.
- Test Ids

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Performance Standard

Metric OR-7-01: 95%.

Sub-Metrics

OR-7-01	**% Order Confirmation/Rejects Sent Within Three (3) Business Days**	
Products	Resale	UNE Platform UNE Loop
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.		
Exclusions		
• Orders submitted by Web GUI / aka LSI/W Interface. • Orders not submitted electronically.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • New York	
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator. This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.		
Exclusions:		
• Orders submitted by Web GUI / aka LSI/W Interface. • Orders not submitted electronically. • Orders in unreadable files.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • New York	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

Function:

OR-10 PON Notifier Exception Resolution Timeliness

Definition:

The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days and ten (10) business days from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.

The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).

PON Notifier Exceptions received after 5:00PM will be considered received the next business day.

The PON Notifier Exception is considered resolved when Verizon has either:

1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request).

2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated.

3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number.

4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC.

5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date.

CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM. For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.

Exclusions:

- Non NetLink EDI PON Exception Notifier Trouble Tickets.

- Any request for Notifier for orders due/complete more than 30 business days old.
- Orders for Products/Services that are not designed to produce the requested notifier (e.g. LIDB).

Performance Standard:

OR-10-01: 95% resolved within three (3) business days.
OR-10-02: 99% resolved within ten (10) business days.

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • New York These sub-metrics are reported at a state specific level.

Sub-Metrics		
OR-10-01	**% of PON Exceptions Resolved Within Three (3) Business Days**	
Products for OR-10-01 and OR-10-02	All	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.
OR-10-02	**% of PON Exceptions Resolved Within ten (10) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within ten (10) business days.	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Function:

OR-11 Timeliness of Loss of Line Report

Definition:

The number of transmission days from the effective date of the line loss to the date that the notification information is made available to the CLEC on the Loss of Line (LOL) Report. Measured in percentage of notification records transmitted within the time standard, this measurement indicates whether the CLEC was promptly notified that a customer migrated to another provider. The interval measured starts with the SOP update that the physical/provisioning migration to the gaining carrier has been completed and ends when an accurate loss notification is transmitted to the losing CLEC. Inaccurate and missing notices are considered late. Loss of Line Reports will be provided to CLECs each transmission day by one of the three alternatives specified below. The LOL process starts at 6:00 PM with collection of "D" information from the SOP. Information is then held from two (2) to five (5) days for a matching "N" order prior to being included in a Loss of Line Report. Non-transmission day and holiday LOL is reported on the next transmission day. LOL for CLECs is reported at the same time as Verizon's.

Note:

Verizon offers its CLEC customers the option of receiving LOL Reports through the Network Data Mover (NDM) /Connect Direct, EDI, and FTP File Server processes. The time of report delivery will be defined as:

- For the NDM and EDI processes, the delivery time will be considered to be the date/time stamp in the message header.
- For FTP File Server, the delivery time will be considered to be the create time shown in the file directory.

Exclusions:

Verizon Test Orders

Formula:

(Total loss records in "y" transmission days divided by the total records on file) multiplied by 100

Performance Standard:

OR-11-01: 95% in two (2) Calendar Days

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

OR-11-01	**% UNE-P/Resale Line Loss Notifications in Days**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of accurate loss notices sent on daily LOL reports processed during month, where the difference between the Effective Date and the report date is equal to or less than two (2) calendar days.	Number of Loss Records on LOL Reports transmitted during the month.

Section 3

Provisioning Performance

(PR)

	Function	Number of Sub-metrics
PR-1	Average Interval Offered	10
PR-2	Metrics not in use in Verizon North	0
PR-3	Completed within Specified Number of Days (1-5 Lines)	6
PR-4	Missed Appointments	9
PR-5	Facility Missed Orders	4
PR-6	Installation Quality	3
PR-7	Metrics not in use in Verizon North	0
PR-8	Percent Open Orders in a Hold Status	2
PR-9	Hot Cut Performance	2

Function:

PR-1 Average Interval Offered

Definition:

This metric measures the average interval offered for completed and cancelled orders. The PR-1 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in PR-1 calculations). For **POTS and Specials**, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line splitting.

Specials Orders include: All Designed circuits which include (but are not limited to) such services as high capacity services (DS1 or DS3), primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). EEL and IOF are reported separately from Specials in sub-metric PR-1-09.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.

Notes:
(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.
(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code[12]).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative intervals or intervals over 200 business days – indicative of typographical error).*
- Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Retail Suspend for non-payment and associated restore orders.
- Special Project PONs (if applicable) per the process documented in Appendix S.
- Orders requiring manual loop qualification.
  Note: 2-Wire Digital and 2-Wire xDSL orders that require manual loop qualification have an **R** populated in the ***Required*** field of the LR (indicating that a manual loop qualification is required).
- Disconnects are excluded from all sub-metrics ***except*** sub-metric PR-1-12 which measures disconnects.

[12] Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Performance Standard:		
PR-1-01 through PR-1-09 and PR-1-12 (except for both PR–1-01 and PR-1-02 UNE 2-Wire xDSL Loops, UNE 2-Wire xDSL Line Sharing, and UNE 2-Wire xDSL Line Splitting and PR-1-09 UNE IOF, EEL – Backbone, and EEL – Loop): Parity with VZ Retail. PR-1-01 and 1-02, UNE 2-Wire xDSL Loops: No Standard. PR-1-01 and 1-02, UNE 2-Wire xDSL Line sharing, and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO PR-1-09 UNE IOF, UNE EEL – Backbone and EEL – Loop: No standard. Refer to the EEL and IOF legends on the C2C report templates. The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to Refer to the URL matrix at the beginning of the guidelines to obtain the specific URLs for Resale, UNE, UNE-P and Collocation product interval guides.		
Report Dimensions		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: New York	
Sub-Metrics – PR-1 Average Interval Offered		
PR-1-01	**Average Interval Offered – Total No Dispatch**	
Products	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services	UNE: • POTS – Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02	**Average Interval Offered – Total Dispatch**	
Products	Resale: • 2-Wire Digital Services	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-03	**Average Interval Offered – Dispatch one (1) to five (5) Lines**	
Products	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop – Total
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	**Average Interval Offered – Dispatch six (6) to nine (9) Lines**	
Products	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop – Total
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • POTS – Loop – Total
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – Specials DS0**	
Products	Resale*:* • DS0	UNE*:* • DS0
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – Specials DS1**	
Products	Resale*:* • DS1	UNE*:* • DS1
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – Specials DS3**	
Products	Resale*:* • DS3	UNE*:* • DS3
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-09	**Average Interval Offered – Total**		
Products	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks ((CLEC) ≤ 192 Trunks) • Interconnection =Trunks ((CLEC) > 192 and Unforecasted Trunks)	
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for product group orders.		Number of orders for product group.
PR-1-10 and PR-1-11	**Metrics not in use in Verizon North**		
PR-1-12	**Average Interval Offered – Disconnects**		
Products	Resale: • POTS (including Complex) • Specials - Total	UNE: • POTS (including Complex) • Specials – Total	
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for product group disconnect orders.		Number of orders for product group.

Function:
PR-2 Metrics Not In Use in Verizon North
Definition:

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

The PR-3 sub-metric calculations for the report month include orders that are complete in the billing system. (Orders that are not billing completed are not included in PR-3 calculations). Note: For PR-3-08 UNE Hot Cut Loops, orders in the calculation are based on physical work completion.

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error).*
- Additional Segments on orders (parts of a whole order are included in the whole).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.(This exclusion applies to all PR-3 sub-metrics except PR-3-08 UNE Hot Cut Loops)
- Special Project PONs (if applicable) per the process documented in Appendix S.

- For sub-metrics PR-3-03, and PR-3-10 2-Wire Digital, 2-Wire xDSL Loop, and PR-3-03 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting orders that require a manual loop qualification.

  Note: 2-Wire Digital, 2-Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting orders that require manual loop qualification have an **R** populated in the ***Required*** field of the LSR (indicating that a manual loop qualification is required).

For 2-Wire Digital, 2-Wire xDSL Loop, 2-Wire xDSL Line Sharing, and 2-Wire xDSL Line Splitting only:

- Orders missed due to facility reasons.

Performance Standard:

PR-3-01, PR-3-06, and PR-3-09: Parity with VZ Retail.

PR-3-03: 2-Wire xDSL Line Sharing, and UNE 2-Wire xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI/DSNO
PR-3-08: Hot Cut Loop: 95%
PR-3-10 2-Wire Digital Loops: Parity with Retail
PR-3-10: 2-Wire xDSL Loops: 95%

Refer to the URL matrix at the beginning of the C2C guidelines for the specific URLs for products and intervals in effect at the time of the compliance filing.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics		
PR-3-01	**% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	**Metric Not in Use in Verizon North**	
PR-3-03	**% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* • 2 Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	**Metric Not in Use in Verizon North**	
PR-3-05	**Metric Not in Use in Verizon North**	
PR-3-06	**% Completed in three (3) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • POTS Loop - New
Calculation	**Numerator**	**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	**Metric Not in Use in Verizon North**	
PR-3-08	**% Completed in five (5) days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* Hot Cut Loops	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-09	**% Completed in five (5) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • POTS Loop – New
Calculation	**Numerator**	**Denominator**
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-10	**% Completed in six (6) Days one (1) to five (5) Lines – Total**	
Products	UNE*:* • 2-Wire xDSL Loops • 2-Wire Digital Loops	
Calculation	**Numerator**	**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	**Metric is not in use in Verizon North**	

Function:

PR-4 Missed Appointments

Definition:

This metric measures the Percent of Orders completed after the commitment date. The PR-4 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-4 calculations). **Note:** This does **not** apply to the following metrics, which are calculated based on physical work completion: Interconnection Trunks (CLEC) PR-4-02, PR-4-03, and PR-4-15.

For LNP: The percent of orders completed on time (not early)

xDSL Loops are considered complete if completed on time on the due date. After completing the installation of a UNE 2-Wire xDSL Loop, Verizon will perform a cooperative continuity test for those CLECs that participate, as described in Appendix T of the C2C guidelines. The use of a DD-2 test or a CLECs 800 #, or a CLEC's serial number has no impact in the determination of a completed xDSL Loop.

Trunks: Includes reciprocal trunks from VZ to CLEC. For PR-4-03, the percentage of trunks completed for which there was a missed appointment due to CLEC reasons. For PR-4-15, the percentage of trunks completed on or before the order due date.

Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month.

Exclusions:

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Suspend for non-payment and associated restore orders.
- LNP orders without office equipment which do not have a trigger placed on the line.
- For PR-4-042-Wire Digital, 2-Wire xDSL Line Sharing, and UNE 2-Wire xDSL Line Splitting, and PR-4-14 UNE 2-Wire xDSL Loop ***only*** exclude orders missed for facility reasons.

Performance Standard:

PR-4-01, 4-02, 4-04 and 4-05 (except Line Sharing, Line Splitting, and PR-4-02 Interconnection Trunks (CLEC),): Parity with VZ Retail [13]
PR-4-02 Interconnection Trunks (CLEC): None – Analysis only.
PR-4-03 and 4-08: No standard
PR-4-07 LNP: 95% on Time

PR-4-14 UNE 2-Wire xDSL Loop: 95% on Time.
PR-4-15: Interconnection Trunks (CLEC) : 95% on Time
UNE 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting: Parity with VADI/DSNO

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

[13] % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics			
PR-4-01	**% Missed Appointment – Verizon – Total**		
Description	The percent of orders completed after the commitment date, due to Verizon reasons.		
Products	Resale: • DS0 • DS1 • DS3 • Specials Other	UNE: • EEL • IOF • DS0 • DS1 • DS3 • Specials Other	
Calculation	**Numerator**	**Denominator**	
	Number of orders where the Order completion date is greater than the order DD due to Verizon reasons for product group.	Number of orders completed for product group.	
PR-4-02	**Average Delay Days – Total**		
Description	For orders/trunks missed due to Verizon reasons, the average number of business days between the order DD and actual work completion date.		
Products	Resale: • POTS - Total • 2-Wire Digital Services • Specials Total	UNE: • POTS - Total • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting • Specials Total • EEL • IOF	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**	
	Sum of the completion date minus DD for orders/trunks missed due to company reasons by product group.	Number of orders/trunks missed for company reasons, by product group.	

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-03	**% Missed Appointment – Customer**		
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)		
Products	Resale: • POTS - Total • 2-Wire Digital Services. • Specials Total	UNE: • POTS - Total • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting • EEL • IOF • Specials - Total	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**	
	Number of orders/trunks where the order completion date is greater than the order DD due to customer reasons for product group.	Number of orders/trunks completed for product group.	
PR-4-04	**% Missed Appointment – Verizon – Dispatch**		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
Products	Resale: • POTS - Total • 2-Wire Digital Services.	UNE: • POTS - Platform • Loop – New • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**	
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.	Number of Dispatched Orders completed for product group.	

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-05	**% Missed Appointment – Verizon – No Dispatch**	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS - Total • 2-Wire Digital Services.	UNE: • POTS - Platform • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-06	**Metric Not in Use in Verizon North. Measure moved to PR-9 metrics.**	
PR-4-07	**% On Time Performance – LNP Only**	
Description	Percent of all LNP orders (including both the Trigger message and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP ***only*** orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Telephone Numbers disconnected early at the customer's request are considered met. Orders where the trigger is in place less than one business day prior to the disconnect due date but before the number is ported by the CLEC are not scored as missed triggers.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Number of LNP orders (1 order = Trigger message and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.	Number of LNP orders completed (1 order = Trigger message and disconnect order).
PR-4-08	**% Missed Appointment – Customer – Due to Late Order Confirmation**	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • 2-Wire Digital Services. • Specials Total	UNE: • 2-Wire Digital Services. • 2-Wire xDSL Loops • Specials – Total
Calculation	**Numerator**	**Denominator**
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-09 through PR-4-13	**Metric numbers not available in New York.**	
PR-4-14	**% Completed On Time – 2-Wire xDSL**	
Description	% of 2-Wire xDSL Loop completed on time.	
Products	UNE • 2-Wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the DD.	Number of completed orders minus any orders delayed for customer reasons
PR-4-15	**% On Time Provisioning – Trunks**	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks • Interconnection Trunks (CLEC)	
Calculation	**Numerator**	**Denominator**
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:

PR-5 Facility Missed Orders

Definition:

These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. **Note:** The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities.

The PR-5 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-5 calculations).

Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.

Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

Facility Missed Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. **Note:** trunks are not dispatched.

Exclusions:

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Suspend for non-payment and associated restore orders.
- From PR-5-04: Orders missed or delayed due to customer reasons.

Performance Standard:

PR-5-01 through PR-5-03 (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting): Parity with VZ Retail.
UNE 2-Wire xDSL Line Sharing and 2-Wire xDSL Line Splitting: Parity with VADI/DSNO
PR-5-04: No Standard. This is a diagnostic measure.

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

PR-5-01	**% Missed Appointment – Verizon – Facilities**		
Description	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.		
Products	Resale: • POTS - Total • Specials - Total • 2-Wire Digital Services.	UNE: • POTS Loop - Total • POTS Platform • Specials - Total • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.

Sub-Metrics (continued) Facility Missed Orders			
PR-5-02	**% Orders Held for Facilities > 15 Days**		
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.		
Products	Resale: • POTS - Total • Specials - Total • 2-Wire Digital Services.	UNE: • POTS Loop - Total • POTS Platform • Specials - Total • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting.	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.		Number of dispatched orders or trunks completed for product group.
PR-5-03	**% Orders Held for Facilities > 60 Days**		
Description	The Percent of trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. **Note:** trunks are not dispatched.		
Products	Trunks: • Interconnection Trunks (CLEC)		
Calculation	**Numerator**		**Denominator**
	Number of trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.		Number of trunks completed for product group.
PR-5-04	**% Orders Cancelled (> five (5) days) after Due Date – Due to Facilities**		
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.		
Products	UNE: • POTS Loop - Total • 2-Wire Digital Services • 2-Wire xDSL Loops • Specials – Total		
Calculation	**Numerator**		**Denominator**
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons).		Number of orders completed or cancelled for the product group within the report month.

Function:

PR-6 Installation Quality

Definition:

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the Verizon network within 30 days of order completion. Any additional trouble received after the initial I-code is closed out, and is within the specified time period (7 or 30 days) is counted as a repeater.

For sub-metrics PR-6-01 and PR-6-03 only, the UNE POTS Loop Total product includes UNE Loop Hot Cuts.
The PR-6 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-6 calculations). **Note:** This does **not** apply to Hot Cuts and Interconnection Trunks (CLEC) which are calculated based on physical work completion.
Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. The source system: NMP-Mai.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Special Project PONs (if applicable) per the process documented in Appendix S.

Formula:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.

Performance Standard:

PR-6-01: Parity with VZ Retail For Found Troubles

PR-6-02 UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days: 2%

PR-6-03: No standard

PR-6-01: UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics			
PR-6-01	**% Installation Troubles reported within 30 Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	Resale: • POTS - Total • 2-Wire Digital services (ISDN) • Specials - Total	UNE: • POTS – Loop - Total • POTS Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting • Specials - Total	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.
PR-6-02	**% Installation Troubles reported within seven (7) Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	UNE: • POTS – Loop Hot Cut		
Calculation	**Numerator**		**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.		Total Lines installed in calendar month.
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).		
Products	Resale: • POTS – Total • 2-Wire Digital Services (ISDN) • Specials - Total	UNE: • POTS – Loop - Total • POTS – Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting • Specials - Total	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.

Function:
PR-7 Metrics Not in Use in Verizon North

Function:

PR-8 Percent Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.

The PR-8 sub-metric calculations for the report month include Orders that are complete in the billing system. (Orders that are not billing completed in the report month are not included in the PR-8 calculations). **Note:** This does **not** apply to the following metrics, which are calculated based on physical work completion: PR-8-01 and PR-8-02 Interconnection Trunks (CLEC).

An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include:

1. open orders that have passed the originally committed completion date due to VZ reasons; and,
2. open orders that have not been assigned a completion date due to VZ reasons.

Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Verizon Administrative orders.
- Additional segments on orders (parts of a whole order are included in the whole).
- Orders that are complete or cancelled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation)
- Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.

Performance Standard:

Parity with Verizon Retail.

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting performance standard is Parity with VADI/DSNO.

Report Dimensions

Company	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics			
PR-8-01	**Percent Open Orders in a Hold Status > 30 Days**		
Products	Resale: • POTS – Total • 2-Wire Digital Services • Specials - Total	UNE: • POTS – Total • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting • Specials - Total • EEL • IOF	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.
PR-8-02	**Percent Open Orders in a Hold Status > 90 Days**		
Products	Resale: • POTS - Total • 2-Wire Digital Services • Specials - Total	UNE: • POTS - Total • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting • Specials - Total • EEL • IOF	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.

Function:

PR-9 Hot Cut Loops

Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (*e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call*)) by close of intervals noted under *Met Hot Cuts* definition due to a Verizon reason (*e.g. HFC, late turn-up, due date pushed out due to Verizon action*).

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- Additional segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.

Performance Standard:

Hot Cuts:
PR-9-01: 95% completed within window
PR-9-08: No standard

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

one (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours
100 to 199 lines: four (4) Hours
200 plus lines: eight (8) Hours

If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM). Four (4) hour window applies to start time. This is only applicable if Verizon notified the CLEC by 2:30PM EST on DD-2 that the service was on IDLC.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02 through PR-9-07	**Metrics not in use in Verizon North**	
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair – (MTTR)) for Hot Cut Installation troubles.	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	**Metric Not in Use in Verizon North**	

Section 4

Maintenance & Repair Performance

(MR)

	Function	Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	3
MR-4	Trouble Duration Intervals	8
MR-5	Repeat Trouble Reports	1

Function:

MR-1 Response Time OSS Maintenance Interface

Definition:

These sub-metrics measure the response time defined as the time, in seconds, that elapses from receipt of a query request to issuance of a response. This performance is measured at the access platform. Only POTS Total transactions are included in this measure.

Exclusions:

- CLEC Create Transactions – complex create trouble transactions not available to retail including:
  - Feature fix create
  - Transactions on circuits with recent change activity requiring Service Order lookup
  - Retrieval of trouble ticket number following create
  - Circuit ownership validation associated with LMOS transactions (circuit ownership validation associated with LMOS replacement system are not excluded from MR-1)
- Other CLEC Transactions – functions not available to Verizon Retail including:
  - Transactions on circuits with recent change activity requiring Service Order look-up
  - Circuit ownership validation associated with LMOS and test transactions (circuit ownership validation associated with LMOS replacement system are not excluded from the measure).
- EnView transactions
- Excluded from MR-1-06: transactions that are incomplete due to Line In Use (LIU).

Methodology:

8:00AM to 5:00PM seven (7) days per week, no holiday exclusions.

For VZ retail representatives: Retail performance is reported directly from Common Agent Desktop (CAD). Measurements begin when the CAD server receives a request from the GUI, and end when the CAD server sends a response to the GUI. The create, modify, and request cancellation of trouble transaction measurements, are the sum of the averages of the response times of the initial inquiry transaction and trouble report transaction. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement.

For CLEC representatives: Actual response times reported by RETAS. CLEC modify transactions also include end-user status transactions and cancel transactions with an error code of 0302 (ticket cannot be closed due to pending work in progress).

Performance Standard:

Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• New York **Note:** New York CLEC numbers reflect NY and CT. All other Verizon East CLEC numbers are reported at a state specific level. For Retail: All MR-1 sub-metrics are reported at a state specific level.

Products	• Retail	• CLEC

Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from the time transaction is received at the Verizon access platform to the time a response is sent from the Verizon access platform.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from the time transaction is received at the Verizon access platform to the time a response is sent from the Verizon access platform.	Number of Status Trouble transactions.
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from the time transaction is received at the Verizon access platform to the time a response is sent from the Verizon access platform.	Number of Modify Trouble transactions.
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from the time transaction is received at the Verizon access platform to the time a response is sent from the Verizon access platform.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from the time transaction is received at the Verizon access platform to the time a response is sent from the Verizon access platform.	Number of Trouble History transactions.
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from the time transaction is received at the Verizon access platform to the time a response is sent from the Verizon access platform.	Number of Trouble Test transactions.

Function:

MR-2 Trouble Report Rate

Definition:

This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), 05 (Central Office) FAC, CO and STN.

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Vol III Section 8.can be found on the Verizon wholesale web-site. Refer to the URL matrix at the beginning of the C2C guidelines for the URL to find disposition codes in effect at the time of the compliance filing.

Exclusions:

- Report rate excludes subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on VZ official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Excluded from MR-2-02 and MR-2-03 for 2-Wire xDSL Loops and 2-Wire xDSL Line sharing: Installation troubles

Performance Standard:

MR-2-01, MR-2-02, MR-2-03 Report Rate: Parity with Verizon Retail
UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR
MR-2-04, % Subsequent Reports: No standard
Parity to be assessed in conjunction with missed appointments.
MR-2-05, % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK)
No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**		
Products	Resale: • Specials	UNE: • Specials	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
POTS:	Number of all trouble reports with found network troubles (disposition codes FAC, CO, and STN).		Number of specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	**Network Trouble Report Rate – Loop**	
Products	Resale: • POTS • 2-Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	**Network Trouble Report Rate – Central Office**	
Products	Resale: • POTS • 2-Wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.
MR-2-04	**% Subsequent Reports**	
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customers calling to change information.	
Products	Resale: • POTS • 2-Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05, FAC, CO and STN).	Number of Total Disposition Codes 03, 04, and 05, FAC, CO and STN troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**	
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials
Calculation	**Numerator**	**Denominator**
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), and No Trouble Found (NTF) for Specials.	Number of lines in service.

Function:

MR-3 Missed Repair Appointments

Definition:

These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).
Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched out.

Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Troubles reported on VZ official (administrative lines)
- Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment interval
- Excludes subsequent reports (additional customer calls while the trouble is pending)
- *****Customer Premises Equipment (CPE) troubles
- *****Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT**, and the trouble was found in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded.

Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics:
Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a *No Access* situation.

***** The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.

Performance Standard:

MR-3-01 and MR-3-02 (except 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting) – Parity with VZ Retail.

MR-3-01 and MR-3-02 UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO

MR-3-03 No standard

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics			
MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Resale: • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).		Number of Central Office Troubles (Disposition Code 05).
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).		Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	**Metric Not in Use in Verizon North**		
MR-3-05	**Metric Not in Use in Verizon North**		

Function:

MR-4 Trouble Duration Intervals

Definition:

This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

For **POTS, Resale and UNE Platform,** trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays.

For **UNE Loop, UNE 2-Wire Digital Loop, and UNE 2-Wire xDSL** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. ***For example,*** if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 08:00AM Monday. This applies to dispatched out tickets only.

For **Special Services** and Interconnection Trunks (CLEC), this is measured on a *stop clock* basis *(e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).*

Out of Service Intervals: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is logged into VZ's designated trouble management system after the trouble is entered via a trouble reporting interface. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for the products listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours).

For Special Services: An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS (osi = "y") and not just an intermittent problem , and the trouble completion code indicated that a trouble was found within the Verizon network.

Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:

- Troubles reported on VZ official (administrative lines)
- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- For, Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** and **OUT**, and the trouble was found in the opposite direction from the CLEC's reported trouble direction. Reports with multiple dispatches in the same direction are not excluded.

For troubles where the *stop clock* is used:

- the time period from when the *stop clock* is initiated until the time when the clock resumes.

Performance Standard:			
Parity with VZ Retail (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting). UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO			
Report Dimensions			
Company: • CLEC Aggregate • CLEC Specific		Geography: • New York	
Sub-Metrics – Trouble Duration Intervals			
MR-4-01	**Mean Time To Repair – Total**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Loop • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05, FAC, CO, and STN).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05, FAC, CO, and STN).
MR-4-02	**Mean Time To Repair – Loop Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2-Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-03	**Mean Time To Repair – Central Office Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**	
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).	Number of Total Central Office troubles (Disposition Codes 05).	
MR-4-04	**% Cleared (all troubles) within 24 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**	
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours (Disposition Codes 03, 04, and 05, FAC, CO, and STN).	Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05, FAC, CO, and STN).	
MR-4-05	**% Out of Service > 2 Hours**		
Products	Trunks: • Interconnection Trunks (CLEC)		
Calculation	**Numerator**	**Denominator**	
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.	Number of Total OOS trunk troubles (Loop and Central Office).	
MR-4-06	**% Out of Service > 4 Hours**		
Products	Resale: • POTS – Business • POTS - Residence • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform – Business • Platform - Residence • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**	**Denominator**	
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.	Number of OOS troubles (Loop and Central Office).	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-07	**% Out of Service > 12 Hours**		
Products	Resale: • POTS – Business • POTS - Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform – Business • Platform - Residence • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2- Wire xDSL Line Splitting	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).
MR-4-08	**% Out of Service > 24 Hours**		
Products	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.		Number of OOS troubles (Loop and Central Office).
MR-4-09	**Metric Not in Use in Verizon North**		
MR-4-10	**Metric Not in Use in Verizon North**		

Function:

MR-5 Repeat Trouble Reports

Definition:

This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeats as a Disposition Code 03, 04, or 05 will be classified as a repeat report with the exception of those exclusions listed in Section A below.
The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:

Section A:

A report is not scored as a ***repeat*** when the original reports are:

- For Loop troubles *(e.g. analog loop, 2-Wire Digital Loops, and 2-Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected.
    1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window.
    2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble is found in the opposite direction from the direction reported by the CLEC.

Section B:

Excluded from the ***repeat*** reports are:

- Troubles reported on VZ official (administrative lines)
- subsequent reports (additional customer calls while the trouble is pending)
- CPE troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric.

Performance Standard:

Parity with VZ Retail (except UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting)

UNE 2-Wire xDSL Line Sharing and UNE 2-Wire xDSL Line Splitting: Parity with VADI/DSNO.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

MR-5 Sub-Metrics			
MR-5-01	**% Repeat Reports within 30 Days**		
Products	Resale: • POTS • 2-Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Loop • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2-Wire xDSL Line Splitting • Specials	Trunks: • Interconnection Trunks (CLEC)
Calculation	**Numerator**		**Denominator**
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, FAC, CO, and STN that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05, FAC, CO, and STN) within the calendar month.

Section 5

Network Performance

(NP)

	Function	Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8

Network Performance (NP)

Function:

NP-1 Percent Final Trunk Group Blockage

Definition:

The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]
For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems.
CLEC Trunks are dedicated final trunks carrying traffic from the VZ tandem to the CLEC.

Exclusions:

Trunks not included:

- IXC Dedicated Trunks
- Common Trunks carrying only IXC traffic

VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:

- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements.

Performance Standard:

Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.
For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.
End User Standard:
602.1(m) Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.
603.3(g) Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.
603.4(d)(3) For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • New York	
Products	Trunks: • CLEC Trunks	
Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:

NP-2 Collocation Performance

Definition:

This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff.

Interval: The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions found on URL: http://www22.verizon.com/wholesale/local/collocation/portal/1,20615,c_applications_instructions,00.html

Refer to the state tariff in effect for interval information. The state tariffs are contained on web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing this web-site, select the desired state to access the state-specific tariffs.

Completions: VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Requirements for Deployment of 45 Business Day Augment Interval for Physical Collocation[14]:

- Infrastructure to support the requested augment must be in place (i.e.: cable racking from common area to distributing frames, relay racks for splitter shelves (Option C), frame capacity for termination blocks, cable holes, fuse positions at existing BDFBs, etc.)
- Verizon reserves the right to negotiate longer intervals if the CLEC has not reasonably forecasted augment requirements consistent with the appropriate tariff forecasting terms & conditions, where applicable
- Limited to single augments requests as follows:

  800 2-Wire Voice Grade Terminations
  or 400 4W Voice Grade Terminations
  or 600 Line Share/Split Facilities
  or 28 DS1 Terminations
  or 24 DS3 Terminations
  or 12 Fiber Terminations
  or 2 Feeds (1A & 1B) DC power fused at 60 amps or less
  or Conversion of 2-Wire VG to 4W VG (min 100 - max 800)
  Note: All pairs must be spare and in consecutive 100 pair counts.

Guidelines for Deployment of 45 Business Day Augment Interval for Physical Collocation:

- Verizon reserves the right to negotiate longer intervals if the CLEC is not efficiently using existing terminations or facilities, and cannot demonstrate an immediate need for a 45 business day augment interval.
- CLEC must install sufficient equipment to support requested terminations/facilities
- CFA will be delivered at completion of augment
- In large central offices with complex cable runs (i.e.: multiple floors) VZ may request to negotiate extensions to the 45 business day interval

CLEC may elect to pay expedite charges for material delivery (i.e.: cable) to ensure the 45 business day interval is met.

Exclusions:

- None

[14] Effective November 1, 2001, and applicable in NY and CT only.

NP-2 Collocation Formula:		
Interval:∑ (Committed DD) minus the Application Date) divided by the Number of Arrangements. % On Time: Number of Arrangements completed on DD (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100. Delay Days: :∑ (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Arrangements where DD is missed. Milestone misses Milestone timeline attached in the appendix.		
Performance Standard:		
The collocation performance standards are based on the state tariff in effect for collocation. Refer to the web-site: http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals. NP-2-01, NP-2-02, NP-2-05 and NP-2-06 Physical and Virtual: 95% On Time NP-2-03, NP-2-04, NP-2-07 and NP-2-08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff.		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific	Geography: • New York	
Products NP-2-01 and NP-2-02	• New Applications • Augment Applications	
Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Physical Collocation where the initial response was due in report period.
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Virtual Collocation where the initial response was due in report period.
NP-2-03	**Average Interval – Physical Collocation**	
Products	• New Applications • Augment Applications not subject to the 45 business day interval • Augment Applications subject to the 45 business day interval	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-04	**Average Interval – Virtual Collocation**	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	**% On Time – Physical Collocation**	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-06	**% On Time – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	**Average Delay Days – Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation arrangement due completion date and DD for missed Physical Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	**Average Delay Days – Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6

Billing Performance

(BI)

	Function	Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy and Claims Processing	4

Billing Performance (BI)

Function:

BI-1 Timeliness of Daily Usage Feed

Definition:

The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day. Usage for all CLECs is collected at the same time as VZ's.

Note:

- Verizon New York monitors the level of service order errors with the potential of delaying usage feeds;
- Verizon New York monitors the timeliness of the usage feed to the process on a daily basis; and

Verizon New York offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.

Exclusions:

- Verizon Test Orders
- Long Duration Calls*

*Long Duration calls are defined as those calls that remain connected through two successive midnights. On all such calls, the call assembly process may output up to three record types indicating the beginning, continuation, or end of a long duration call. An annual study will be performed each December to determine the current volume of long duration calls.

Formula:

(Total usage records in "y" business days divided by the total records on file) multiplied by 100

Note: y = 4

Performance Standard:

Process is Designed at parity with Retail

BI-1-02: 95% in Four (4) Business Days

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• New York

Sub-Metrics

BI-1-01	**Metric Not in Use in Verizon North**	
BI-1-02	**% DUF in four (4) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-03	**Metric Not in Use in Verizon North**	
BI-1-04	**Metric Not in Use in Verizon North**	

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.		
Exclusions:		
Verizon Test Orders		
Formula:		
(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate	Geography: • New York	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Number of carrier bills sent to CLEC [15] within 10 business days of bill date.	Number of Carrier Bills distributed.

[15] Sent to Carrier, unless other arrangements are made with CLEC

Function:

BI – 3 Billing Accuracy & Claims Processing

Definition:

These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims processed in the Verizon Bill Claim Center. These sub-metrics include CLEC claims relating to a Wholesale Local bill presented by Verizon to the CLECs and is the CLEC's bill of record. These sub-metrics apply to CLEC claims that are submitted within 60 calendar days of the bill date and that are related to bill periods beginning on or after April 1st, 2003. Procedural Issues:

- Business hours for receipt of billing claims and transmission of responses are Monday through Friday, 8:00AM to 5:00PM Eastern Time, excluding Verizon Holidays;
- CLEC claims for billing errors or Verizon responses received outside these business hours shall be considered received at 8:00AM Eastern Time on the first business day thereafter.
- Claims must be submitted by e-mail to the appropriate claims organization (as identified in the CLEC Handbook at the address identified in Appendix ZZ) using the Verizon Wholesale Billing and Collections Claim form, included in Appendix Q, or another format jointly agreed upon between Verizon and the CLEC. All requested information must be provided, whichever format is used.

Acknowledgment

- Acknowledgement is defined as the transmission of a specifically formatted message acknowledging receipt of the claim with required information or transmission of a message informing the CLEC that the (numbered) claim cannot be processed for a specified reason(s) (for example, if additional detail or information is needed) by e-mail to the e-mail address from which the CLEC sent the claim. The message will contain both the Verizon claim number and the associated CLEC claim number (when provided by the CLEC).
- Day of receipt shall be considered Day zero (0) for computing acknowledgement performance. The e-mail date/time stamp on the CLEC e-mail of claim submission will determine Day 0.
- The date/time stamp on the e-mail containing the Acknowledgement message will be considered the Acknowledgement time of record.

Resolution

- A claim is considered "resolved" when Verizon transmits an e-mail (in a predefined standard format) to the e-mail address from which the CLEC sent the claim and that either 1) denies the claim, 2) grants the claim or 3) denies the claim in part and grants the claim in part.
- Day of acknowledgement of a billing claim (as evidenced by the e-mail date/time stamp on the acknowledgement message) shall be considered Day "0"
- If the 28th calendar day falls on a weekend or Verizon Holiday, resolution will be considered timely if returned on the next business day.

Closure

- A claim is considered "closed" when the credit appears (with both the Verizon and CLEC claim numbers) in the adjustment section of the Verizon invoice or when the CLEC agrees (via e-mail with Verizon's denial of the claim.

Scope

- For each master billing account number (BAN), each reason code submitted by a CLEC will count as a separate claim. There is no limitation on the number of claims by BAN or by reason code.

Exclusions:

- CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits.

Performance Standard:

BI-3-04: 95% within two (2) business days after receipt
BI-3-05: 95% within 28 calendar days after acknowledgement
BI-3-07: No standard
BI-3-08: 97.5% within 45 calendar days

Report Dimensions	
Company: • CLEC Aggregate	Geography: • New York These sub-metrics are reported at a state specific level.

Sub-Metrics		
BI-3-01 through BI-3-03	**Metrics not in use in Verizon North**	
BI-3-04	**% CLEC Billing Claims Acknowledged within two (2) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims received during the month that are acknowledged within two business days after receipt.	Total number of billing adjustment claims received during the month.
BI-3-05	**% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement**	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims resolved during the month where the resolution was due in the report month that are resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims where the resolution was due during the month.
BI-3-06	**Metric not in use in Verizon North**	
BI-3-07	**% Full or Partial Denials**	
Calculation	**Numerator**	**Denominator**
	Number of claims for which the Verizon resolution is a full or partial denial in a month.	Total number of current month resolved claims.
BI-3-08	**% CLEC Billing Claim Credits Not Appearing on the Bill within 45 days**	
Calculation	**Numerator**	**Denominator**
	Number of resolved billing claims where the credit has not appeared on an invoice in 45 or less days from the resolution date.	Total number of resolved billing claims where a credit is granted in 45 days or less.

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
• None		
Report Dimensions		
For metric OD-1-01 Operator Services – Speed of Answer Company: • New York Retail (and Resale) • New York CLEC (facility based and UNE-P) For metric OD-1-02 Directory Assistance – Speed of Answer • New York Retail (and Resale) • New England Operator Service Centers [16]	Geography: • New York	
Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

[16] If no NY CLEC traffic is handled by these centers, the data will not be reported.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB: • LIDB reply rate to all query attempts: Bellcore produced standard • LIDB query time out: Bellcore produced standard • Unexpected data values in replies for all LIDB queries: 2% • Group troubles in all LIDB queries Delivery to OS Platform: 2% 800 Database: Bellcore produced standard AIN: Bellcore produced standard
Metrics Not Reported:
Verizon New York does not have the capability to report this performance area.

Section 8

General and Miscellaneous Standards

(GE)

	Function	Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon New York does not have the capability to report this performance area.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon New York has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon New York will respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon New York does not have the capability to report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone).
Basic Edits	Front-end edits performed by Request Manager prior to order submission. Basic Edits performed against Request Manager provided source data include the following validations: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures. Orders which failed edits have a reject date and a reject source type.
Collocation Milestones	Refer to the state tariff for specific collocation intervals. In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee. In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training.

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
Interconnection Trunks (CLEC) Requests	< = 192 Forecasted Trunks are CLEC requests for 192 trunks or less that are forecasted by the CLEC and are not projects. > 192 and Unforecasted Trunks are CLEC requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	**High Usage Trunks** carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon New York geographies. **Final Trunks**: (All Verizon except New York LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. **Final Trunks – Local** (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. **Final Trunks – IXC** (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: One (1) to nine (9) lines: one (1) hour 10 to 49 lines: two (2) hours 50 to 99 lines: three (3) hours 100 to 199 lines: four (4) hours 200 plus lines: eight (8) hours

Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	**High Usage Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end office to a Verizon Tandem Office **or** carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC. **Final Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office **or** carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold. **High Usage Trunks – VZ to CLEC Interconnection**: carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs. **Final Trunks – VZ to CLEC Interconnection**: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs. **High Usage Trunks – IXC Feature Group D**: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ. **Final Trunks – IXC Feature Group D;** carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.

Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes are set forth in the CLEC Handbook, Vol. III Section 8.7.. As documented on URL: http://www22.verizon.com/wholesale/clecsupport/content/1,16835,East%20east-wholesale-customer_docs-verizon_east_cust_docs,00.html.
LIDT	**Left in Dial tone Orders**. These are orders used after a customer has moved out of a residence dwelling and the line has been disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the Central Office.. Once another customer moves into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer-requested orders.
Line Sharing	Line Sharing allows a separate high-speed data channel on an existing copper pair to be made available to the CLEC. This single line (a shared loop), with the use of a splitter, simultaneously supports two different service providers, one for analog voice-grade POTS service and one for data communications. In order for a loop to be eligible for a Line Share Arrangement, the analog voice-grade POTS service must be provided to the end user by Verizon and the dial tone must originate from a Verizon End Office Switch in the wire center where the Line Share Arrangement is being requested, and the xDSL technology deployed by the CLEC does not interfere with the analog voice band transmission. Line Sharing is only available where Verizon provides the voice service and where the DLEC provides the data service. The DLEC is responsible for providing the splitter and is responsible for providing their own DSLAM equipment in a collocation arrangement and any necessary CPE for the data service provided.
Line Splitting	Line Splitting is the ability of one or more CLECs to provide both voice and data over the same unbundled analog copper cable pair (loop) facility in order to offer an integrated voice and data service to the same CLEC end user customer with each provider employing different analog frequencies to transport voice and data on that line. Line splitting consists of an xDSL-based service provisioned by a data CLEC (DLEC) and the voice band service provisioned by a voice CLEC (VLEC). Each CLEC provider merely employs different analog frequencies for transporting voice and data on the line. In some cases, the VLEC and DLEC may be the same entity. However, one of the providers must be collocated. A Line Splitting arrangement requires a continuous copper path from the CLEC-provided DSLAM through the splitter and out to the end user's premise. Additionally, the CLEC is required to pre-qualify the subscriber loop to be used by accessing loop make-up data through a pre-qualification system. In some cases, the CLEC may be required to order line conditioning in order for their DSL service to function properly.
2-Wire Digital	This service provides a digital 2-Wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement in the Verizon Central Office in which the end user is served. The 2-Wire Digital – ISDN BRI Loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end users.

Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for 2-Wire Digital or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (DCAS) and requiring no manual intervention to be entered into the SOP.
Negotiated Intervals	A process whereby Verizon New York and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon New York requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon New York should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office) or trouble codes of CO (Central Office), FAC (Facility), or STN (Station). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ six (6) lines:	In all geographic areas, a facility check is completed on orders greater than or equal to six (6) lines.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = **Y** on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Total (Business/Residence)	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, and PBX trunks.
POTS – Total (All)	POTS Services All includes Business (simple), Residence (simple) plus ISDN BRI (complex).
UNE POTS Total	This product group includes UNE POTS Loop and UNE POTS Platform, and excludes UNE Hot Cut Loops.
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.

Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project. For Special Services ordered via ASRs the following is considered a project: UNE IOF Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits. UNE Loop Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are : for DS1 = 10 or more circuits, for DS3 10 or more circuits. Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers or mergers): For additional information on Special Services projects, refer to the CLEC Handbook.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Special Services are services that require engineering design intervention. These services include (but are not limited to) such services as : high capacity services (DS1 or DS3, primary rate ISDN, 4-Wire xDSL services, digital services, and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Excludes access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). For Retail, any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to New York PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for “fictional” CLECs for VZ to test new services, attestation of services etc.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.

Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-Wire enhanced channel. It is equivalent to a 2-Wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2-Wire Digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-Wire Digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.
VADI/DSNO	Verizon Affiliate Data Incorporated (VADI) aka Data Services Network Operations (DSNO) is either the separate data affiliate or the office or division within Verizon that provides retail xDSL services.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout or are not for ISDN service Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Service Code Modifier (SCM) begins with IB • 2-Wire Digital Services • 2-Wire xDSL Services
Special Services	Refer to Appendix A for definition of Special Services.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Appendix A

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (TROUBLE_CD) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Measure Trunks:	Criteria
total lines	Count of all Message Trunks that are currently working…I.e. provisioning work is complete.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(ACTUAL_DURATION_STOP) ….the ACTUAL_DURATION_STOP field does not contain any time where the Verizon technician could not gain access to the customer location.
out of service	This is used as the divisor for all of the out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermitent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (TROUBLE_CD is "FAC" or "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (TROUBLE_CD is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100

repeats	Total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles…then multiply by 100.

Trunks:

trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for special access circuits under the Access tariff. However, access circuits ordered by a retail customer are included.

Criteria for inclusion (for line count and trouble tickets) is report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit ID does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (TROUBLE_CD) is either "FAC" "CO" or “STN” indicating a network trouble, Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles/lines are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access circuit, as defined in the C2C Guidelines glossary.

Measure Special Services:	Criteria
total lines	count circuits where center (MCTR) is not blank, not an official service (CKT_ID 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - TROUBLE_CD is "FAC" "CO" or “STN”.
Network trouble report rate	total network troubles divided by total working lines then multiply by 100.
total troubles loop	trouble close out code indicates the trouble was found in the facility portion of the Verizon Network - (TROUBLE_CD is "FAC")

Appendix A
Maintenance Additional details
Continued

network trouble report rate- loop	total troubles loop divided by total lines multiply by 100
total troubles "CO"	trouble close out code inicates the trouble was found in the central office portion of the Verizon Network - (TROUBLE_CD is "CO").
network trouble report rate - co	total troubles central office divided by total lines then multiply by 100.
mean time to repair	Average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(ACTUAL_DURATION_STOP) ….the ACTUAL_DURATION_STOP field does not contain any time where the Verizon technician could not gain access to the customer location.

Special Services:

mean time to repair loop	average (mean) of all duration times for receipt of the loop trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(ACTUAL_DURATION_STOP) and TROUBLE_CD is "FAC"….the ACTUAL_DURATION_STOP field does not contain any time where the Verizon technician could not gain access to customer location
mean time to repair co	average (mean) of all duration times from receipt of the CO trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer …avg(ACTUAL_DURATION_STOP) and TROUBLE_CD is "CO"…the ACTUAL_DURATION_STOP field does not contain any time where the Verizon Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
out of service	This is used as the divisor for all of the out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service (OUT_OF_SERVICE_IND=”y” and not just intermittent problem and that the trouble completion code indicated that a trouble was found within the Verizon network (TROUBLE_CD is "FAC" "CO" or “STN”).
out of service loop	This is used as the divisor for all of the loop out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service (OUT_OF_SERVICE_IND=”y”) and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Verizon network (TROUBLE_CD is "FAC").
out of service co	This is used as the divisor for all of the CO out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service (OUT_OF_SERVICE_IND=”y”) and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the CO piece of the Verizon network (TROUBLE_CD is "CO").

Appendix A
Maintenance Additional details
Continued

out of service over 24	The trouble report entry indicated that the circuit was out of service (OUT_OF_SERVICE_IND=”y”) to the customer and that the trouble was reported more than 24hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (TROUBLE_CD is "FAC" "CO" or “STN”).
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100.
out of service over 24- loop	The trouble report entry indicated that the circuit was out of service (OUT_OF_SERVICE_IND=”y”) to the customer and that the trouble was reported more than 24hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility network (TROUBLE_CD is "FAC").
% out of service over 24 loop	total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100.
out of service over 24- CO	The trouble report entry indicated that the circuit was out of service (OUT_OF_SERVICE_IND=”y”) to the customer and that the trouble was reported more than 24hours before it was resolved (ACTUAL_DURATION_STOP is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Central Office network (TROUBLE_CD is "CO").
% out of service over 24 CO	total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100.
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (RPR_RPT_30DAY_IND=”y”) where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles…then multiply by 100.
trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Appendix A
Maintenance Additional details
Continued

Example of Actual coding for Out of Service Specials:

stop oos le 3 (5)	ACTUAL_DURATION_STOP is le 003:00 (hrs/min) and osi is y and TROUBLE_CD is co
% stop oos le3(5)	stop oos le 3(5) / total oos 5 * 100
stop oos le 4(5)	ACTUAL_DURATION_STOP is le 004:00 (hrs/min) and osi is y and TROUBLE_CD is co
% stop oos le 4(5)	stop oos le 4(5) / total oos 5 * 100
stop oos le 4 (3,4)	ACTUAL_DURATION_STOP is le 004:00 (hrs/min) and osi is y and TROUBLE_CD is fac
% stop oos le4(3,4)	stop oos le 4(3,4) / total oos 3/4 * 100
stop oos le 16(3,4)	ACTUAL_DURATION_STOP is le 016:00 (hrs/min) and osi is y and TROUBLE_CD is fac
% stop oos le 16(3,4)	stop oos le 16(3,4) / total oos 3/4 * 100

Appendix B
Provisioning Codes

NMP Provisioning Tables:

ORDER TYPE:
Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)
R	Record Change
D	Disconnect of entire service
F	Disconnect portion of an outside move from the “From” location

Appointment Type Code (ATC):
This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than the company's offered Due date
S	The customer requested a due date that was earlier than the company’s offered due date
C	The customer requested a special due date to coordinate a hot cut.
R	A due date could not be applied due to company or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Verizon Initiated Customer Affecting
Z	Verizon Initiated Customer Non-Affecting

Missed Appointment Code (MAC):
When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customers premises(customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date
SC	CLEC Not Ready
__	Under Development: CLEC Not Ready – due to late FOC

Company (VZ) Missed Appointment:

CA	The cable pair from the VZ central office to the customer premises could not be Assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The VZ business office taking the request caused the delay (misplaced the order)
CC	A Common Cause that affected a large area caused the delay (Hurricanes/work stoppages)
CF	The assigned cable facility was bad
CL	Not enough VZ technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technicians truck broke down)
CS	The VZ Central office work was not complete (line not programmed)

Appendix B
Provisioning Codes
Continued

SWO:
A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal VZ service
NS	Special services
NP	VZ Coin services
NI	Private Public Pay Phone (not VZ)

SELLER TYPE
A code used to identify orders for Wholesale/Resale/UNE

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

RID
The presence of a Record Inventory Date (RID) indicates a Special Services order.

Service Code Modifier (SCM):
Identifies the service grouping of a special service circuit .

ITEM	*SERVICE ORDER*	*NMP Provisioning Field*	*VALUE*
Dispatch	OCB in STAT section	OCB_COC	='O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<>'O'
Dispatch	Number of times dispatched by the WFA/DO system	WFA_NUM_DO	>0
No Dispatch	Number of times dispatched by the WFA/DO system	WFA_NUM_DO	=0
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	='55B'
Company services	Line of Business (LOB) indicator	LOB	‘09000’
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE

Customer Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

Appendix B
Provisioning Codes
Continued

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
AA	ANALOG	DS0	N	LE	ANALOG	DS0	A	WF	DIGITAL	DS0	A
AB	DIGITAL	DS0	N	LF	ANALOG	DS0	A	WG	ANALOG	DS0	N
AD	ANALOG	DS0	N	LG	ANALOG	DS0	A	WI	ANALOG	DS0	N
AF	ANALOG	DS0	N	LH	ANALOG	DS0	A	WJ	ANALOG	DS0	A
AI	ANALOG	DS0	N	LJ	ANALOG	DS0	A	WL	ANALOG	DS0	A
AL	ANALOG	DS0	N	LK	ANALOG	DS0	A	WN	ANALOG	DS0	A
AN	ANALOG	DS0	N	LL	ANALOG	DS0	N	WO	ANALOG	DS0	N
AP	ANALOG	DS0	N	LN	ANALOG	DS0	A	WP	ANALOG	DS0	A
AQ	DIGITAL	DS0	N	LP	ANALOG	DS0	A	WQ	ANALOG	DS0	A
AR	DIGITAL	DS0	N	LQ	ANALOG	DS0	A	WR	ANALOG	DS0	A
AT	ANALOG	DS0	N	LR	ANALOG	DS0	A	WS	ANALOG	DS0	N
AU	ANALOG	DS0	N	LS	ANALOG	DS0	N	WU	ANALOG	DS0	N
BA	LCL_SPL	DS0	N	LT	ANALOG	DS0	N	WV	ANALOG	DS0	N
BL	ANALOG	DS0	N	LV	ANALOG	DS0	A	WX	ANALOG	DS0	N
BS	ANALOG	DS0	N	LY	ANALOG	DS0	A	WY	ANALOG	DS0	N
CA	ANALOG	DS0	N	LZ	ANALOG	DS0	A	WZ	ANALOG	DS0	N
CC	DIGITAL	DS0	N	MA	ANALOG	DS0	N	XA	DIGITAL	DS0	A
CE	ANALOG	DS0	N	MC	ANALOG	DS0	N	XB	DIGITAL	DS0	A
CF	ANALOG	DS0	N	ML	ANALOG	DS0	N	XC	DIGITAL	DS0	A
CG	ANALOG	DS0	N	MQ	ANALOG	DS0	A	XD	DIGITAL	DS0	A
CI	ANALOG	DS0	N	MR	ANALOG	DS0	A	XE	DIGITAL	DS0	A
CK	ANALOG	DS0	N	MS	ANALOG	DS0	N	XF	DIGITAL	DS0	A
CL	LCL_SPL	DS0	N	MT	ANALOG	DS0	N	XG	DIGITAL	DS0	A
CN	ANALOG	DS0	N	NA	ANALOG	DS0	N	XH	DIGITAL	DS0	A
CP	ANALOG	DS0	N	NC	ANALOG	DS0	N	XI	DIGITAL	DS0	A
CR	ANALOG	DS0	N	ND	LCL_SPL	DS0	N	XJ	DIGITAL	DS0	A
CS	ANALOG	DS0	N	NQ	ANALOG	DS0	A	XL	ANALOG	DS0	A
CT	ANALOG	DS0	N	NT	ANALOG	DS0	A	XR	DIGITAL	DS0	A
CV	ANALOG	DS0	N	NU	ANALOG	DS0	A	XX	ANALOG	DS0	N
CW	ANALOG	DS0	N	NV	ANALOG	DS0	A	YG	DIGITAL	DS0	A
CX	ANALOG	DS0	N	NW	ANALOG	DS0	A	YN	DIGITAL	DS0	A
CZ	ANALOG	DS0	N	NY	ANALOG	DS0	A	ZA	COMPANY CKTS	DS0	N
DA	DIGITAL	DS0	N	OC	ANALOG	DS0	N	ZC	COMPANY CKTS	DS0	N
DC	DIGITAL	DS0	N	OI	ANALOG	DS0	N	ZD	COMPANY CKTS	DS0	N
DD	ANALOG	DS0	N	ON	ANALOG	DS0	N	ZE	COMPANY CKTS	DS0	N
DI	LCL_SPL	DS0	N	OP	ANALOG	DS0	N	ZF	COMPANY CKTS	DS0	N
DJ	ANALOG	DS0	N	OS	ANALOG	DS0	N	ZM	COMPANY CKTS	DS0	N
DK	ANALOG	DS0	N	PA	ANALOG	DS0	N	ZP	COMPANY CKTS	DS0	N
DL	ANALOG	DS0	N	PB	ANALOG	DS0	A	ZQ	COMPANY CKTS	DS0	N
DM	DIGITAL	DS0	N	PC	DIGITAL	DS0	N	ZS	COMPANY CKTS	DS0	N
DO	LCL_SPL	DS0	N	PD	ANALOG	DS0	N	ZT	COMPANY CKTS	DS0	N
DP	DIGITAL	DS0	N	PE	ANALOG	DS0	A	ZV	COMPANY CKTS	DS0	N
DQ	DIGITAL	DS0	N	PF	ANALOG	DS0	A	ZZ	COMPANY CKTS	DS0	N
DR	DIGITAL	DS0	N	PG	ANALOG	DS0	N				
DS	DIGITAL	DS0	N	PI	ANALOG	DS0	N				
DT	ANALOG	DS0	N	PJ	ANALOG	DS0	A	AC	HIGHCAP	DS1	A
DU	ANALOG	DS0	N	PK	ANALOG	DS0	A	AH	HIGHCAP	DS1	A
DW	DIGITAL	DS0	N	PL	ANALOG	DS0	N	AS	HIGHCAP	DS1	N
DX	DIGITAL	DS0	N	PM	ANALOG	DS0	N	CH	HIGHCAP	DS1	N
DY	DIGITAL	DS0	N	PN	ANALOG	DS0	A	DB	HIGHCAP	DS1	N
DZ	DIGITAL	DS0	N	PQ	ANALOG	DS0	A	DF	HIGHCAP	DS1	N
EA	ANALOG	DS0	N	PR	ANALOG	DS0	N	DG	HIGHCAP	DS1	N
EB	ANALOG	DS0	N	PS	ANALOG	DS0	N	DH	HIGHCAP	DS1	N
EC	ANALOG	DS0	N	PT	ANALOG	DS0	N	FL	HIGHCAP	DS1	N
EE	ANALOG	DS0	N	PV	ANALOG	DS0	N	HC	HIGHCAP	DS1	A
EF	ANALOG	DS0	N	PW	ANALOG	DS0	N	HJ	HIGHCAP	DS1	A
EG	ANALOG	DS0	N	PX	LCL_SPL	DS0	N	HK	HIGHCAP	DS1	N
EL	ANALOG	DS0	N	PZ	ANALOG	DS0	N	HL	HIGHCAP	DS1	N
EM	ANALOG	DS0	N	QB	DIGITAL	DS0	N	HN	HIGHCAP	DS1	N

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING, continued

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
EN	ANALOG	DS0	N	QD	DIGITAL	DS0	N	HU	HIGHCAP	DS1	N
EO	ANALOG	DS0	N	QE	DIGITAL	DS0	N	HX	HIGHCAP	DS1	A
EP	ANALOG	DS0	N	QJ	DIGITAL	DS0	N	IP	HIGHCAP	DS1	N
EQ	ANALOG	DS0	N	QK	DIGITAL	DS0	N	JE	HIGHCAP	DS1	A
ES	ANALOG	DS0	N	QL	DIGITAL	DS0	N	QA	HIGHCAP	DS1	N
EV	ANALOG	DS0	N	QR	DIGITAL	DS0	N	QG	HIGHCAP	DS1	N
EW	ANALOG	DS0	N	QS	DIGITAL	DS0	N	SY	HIGHCAP	DS1	A
EX	ANALOG	DS0	N	QU	ANALOG	DS0	N	TD	HIGHCAP	DS1	A
FA	ANALOG	DS0	N	QY	DIGITAL	DS0	N	TE	HIGHCAP	DS1	A
FD	ANALOG	DS0	N	RA	ANALOG	DS0	N	UF	HIGHCAP	DS1	N
FE	DIGITAL	DS0	N	RC	DIGITAL	DS0	N	UH	HIGHCAP	DS1	N
FF	DIGITAL	DS0	N	RD	ANALOG	DS0	N	UM	HIGHCAP	DS1	N
FP	ANALOG	DS0	N	RE	ANALOG	DS0	N	VS	HIGHCAP	DS1	N
FQ	ANALOG	DS0	N	RG	ANALOG	DS0	N	VW	HIGHCAP	DS1	N
FR	ANALOG	DS0	N	RL	ANALOG	DS0	N	VX	HIGHCAP	DS1	N
FT	ANALOG	DS0	N	RO	ANALOG	DS0	N	VY	HIGHCAP	DS1	N
FV	ANALOG	DS0	N	RS	ANALOG	DS0	N	YB	HIGHCAP	DS1	A
FW	ANALOG	DS0	N	RT	ANALOG	DS0	N	ED	HIGHCAP	DS3	A
FX	ANALOG	DS0	N	SA	ANALOG	DS0	N	EH	HIGHCAP	DS3	A
FZ	ANALOG	DS0	N	SB	ANALOG	DS0	A	EJ	HIGHCAP	DS3	A
GA	DIGITAL	DS0	N	SC	ANALOG	DS0	N	EK	HIGHCAP	DS3	A
GB	DIGITAL	DS0	N	SD	ANALOG	DS0	A	FI	HIGHCAP	DS3	N
GC	DIGITAL	DS0	N	SE	ANALOG	DS0	A	GW	HIGHCAP	DS3	N
GD	DIGITAL	DS0	N	SF	ANALOG	DS0	A	HD	HIGHCAP	DS3	A
GE	DIGITAL	DS0	N	SG	ANALOG	DS0	N	HE	HIGHCAP	DS3	A
GF	DIGITAL	DS0	N	SJ	ANALOG	DS0	A	HF	HIGHCAP	DS3	A
GG	DIGITAL	DS0	N	SK	ANALOG	DS0	N	HG	HIGHCAP	DS3	A
GH	DIGITAL	DS0	N	SL	LCL_SPL	DS0	N	HH	HIGHCAP	DS3	A
GI	DIGITAL	DS0	N	SM	ANALOG	DS0	N	HI	HIGHCAP	DS3	N
GJ	DIGITAL	DS0	N	SN	ANALOG	DS0	N	HT	HIGHCAP	DS3	A
GK	DIGITAL	DS0	N	SQ	ANALOG	DS0	N	HZ	HIGHCAP	DS3	N
GL	DIGITAL	DS0	N	SS	ANALOG	DS0	N	JI	HIGHCAP	DS3	A
GM	DIGITAL	DS0	N	ST	DIGITAL	DS0	N	LI	HIGHCAP	DS3	N
GN	DIGITAL	DS0	N	SV	ANALOG	DS0	A	LM	HIGHCAP	DS3	N
GO	DIGITAL	DS0	N	SZ	ANALOG	DS0	A	LO	HIGHCAP	DS3	N
GP	DIGITAL	DS0	N	TA	ANALOG	DS0	N	LU	HIGHCAP	DS3	N
GQ	DIGITAL	DS0	N	TB	ANALOG	DS0	N	LW	HIGHCAP	DS3	N
GR	DIGITAL	DS0	N	TC	ANALOG	DS0	N	LX	HIGHCAP	DS3	A
GS	DIGITAL	DS0	N	TF	ANALOG	DS0	N	MB	HIGHCAP	DS3	N
GT	DIGITAL	DS0	N	TG	ANALOG	DS0	N	MD	HIGHCAP	DS3	N
GU	DIGITAL	DS0	N	TK	LCL_SPL	DS0	N	MF	HIGHCAP	DS3	N
GV	DIGITAL	DS0	N	TL	ANALOG	DS0	N	MI	HIGHCAP	DS3	N
GX	ANALOG	DS0	N	TM	ANALOG	DS0	N	MM	HIGHCAP	DS3	N
GZ	DIGITAL	DS0	N	TN	ANALOG	DS0	N	OA	HIGHCAP	DS3	A
H	ANALOG	DS0	N	TO	ANALOG	DS0	N	OE	HIGHCAP	DS3	A
HA	DIGITAL	DS0	N	TQ	ANALOG	DS0	A	QC	HIGHCAP	DS3	N
HB	DIGITAL	DS0	N	TR	ANALOG	DS0	N	QH	HIGHCAP	DS3	N
HM	DIGITAL	DS0	N	TT	ANALOG	DS0	N	QI	HIGHCAP	DS3	N
HP	DIGITAL	DS0	N	TU	ANALOG	DS0	N	TV	HIGHCAP	DS3	A
HQ	DIGITAL	DS0	N	TW	ANALOG	DS0	A	TZ	HIGHCAP	DS3	A
HR	DIGITAL	DS0	N	TX	ANALOG	DS0	N	VR	HIGHCAP	DS3	N
HS	DIGITAL	DS0	A	TY	ANALOG	DS0	N	YH	HIGHCAP	DS3	A
HV	ANALOG	DS0	N	UN	ANALOG	DS0	N	YI	HIGHCAP	DS3	A
HW	DIGITAL	DS0	N	US	DIGITAL	DS0	N	JJ	HIGHCAP	Other	A
HY	DIGITAL	DS0	N	VF	ANALOG	DS0	N	JK	HIGHCAP	Other	A
IA	DIGITAL	DS0	A	VH	ANALOG	DS0	N	ME	HIGHCAP	Other	N
IB	DIGITAL	DS0	N	VI	ANALOG	DS0	N	MG	HIGHCAP	Other	N
ID	DIGITAL	DS0	N	VM	ANALOG	DS0	N	MH	HIGHCAP	Other	N
IO	ANALOG	DS0	N	VN	ANALOG	DS0	N	MJ	HIGHCAP	Other	N
IT	ANALOG	DS0	N	VT	ANALOG	DS0	N	MK	HIGHCAP	Other	N
KC	ANALOG	DS0	A	WA	ANALOG	DS0	A	MP	HIGHCAP	Other	N
LA	ANALOG	DS0	N	WB	DIGITAL	DS0	A	OB	HIGHCAP	Other	A
LB	ANALOG	DS0	A	WC	DIGITAL	DS0	A	OD	HIGHCAP	Other	A
LC	ANALOG	DS0	A	WD	DIGITAL	DS0	A	OF	HIGHCAP	Other	A
LD	ANALOG	DS0	A	WE	DIGITAL	DS0	A	OG	HIGHCAP	Other	A

Appendix C
Pre-Ordering
EnView Additional Details

ENVIEW PROCESS – NOTES:

The EnView process' resulting response times are reported for each of the Verizon North Regions (NY and New England). EnView executes transactions through customized scripts. The customized scripts were created for each application based on the replications of actual transactions that were executed by a Verizon service representative using the OSS, and of a CLEC representative accessing the OSS through a Verizon interface. The EnView robot creates log records that indicate whether the transaction was successful or failed. The robot also records transaction response times.

The EnView robot sends transactions to the same interface that CLECs utilize to gain access to Verizon's OSS. There is no difference between the processing of the EnView transactions, and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability (ADSL Loop Qualification), and Reject Query.

Timeouts are set at 60 seconds, and are an indication that a response was not received by the EnView robot prior to the 60 second time-out threshold. Timeouts are removed from the queue, and therefore are not included in the response time calculations, instead they are captured in the PO-1-08 % Timeout metric.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the BigFile server located in the Verizon data center in Burlington, Massachusetts.

NMP Application – The Network Metrics Platform (NMP) application uses an Oracle database to produce average response time results. All preorder data used for average response time calculations is read into the Oracle database.

The following transactions and response time differences are measured and reported for Pre-Order response times:

EDI/CORBA/Web GUI Due Date Availability (DDA)
Live Wire Due Date Availability
Difference

EDI/CORBA/Web GUI Customer Address Validation (ADV)
Live Wire Customer Address Validation
Difference

EDI/CORBA/Web GUI Reserve TN (TNS)
Live Wire Reserve TN
Difference

EDI/CORBA/Web GUI Product & Service Availability (PSA)
Live Wire Product & Service Availability
Difference

EDI/CORBA/Web GUI Customer Service Record (CSR)
BOSS Customer Service Record (CSR)
Difference

EDI/CORBA/Web GUI Facility Availability (ADSL Loop Qualification)
OSS Facility Availability (ADSL Loop Qualification)
Difference

EDI/CORBA/Web GUI Rejected Query
OSS Rejected Query
Difference

EDI/CORBA Parsed CSR
Difference

In order to make a like for like comparison between Request Manager and the OSS an adjustment is made to the response times prior to calculating the Request Manager and OSS response time differences. The daily average response time for the PREMIS Address Validation transaction is combined with the response time for the PREMIS Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types. Transaction count weighting factors are not included in the averaging process.

Appendix D - Reserved For Future Use

Appendix E
LNP Process

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to VZ for a loop hot-cut with LNP. VZ returns a FOC to the CLEC with the date and time for the cutover. VZ also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. VZ sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID/CTX. The FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC.

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. VZ has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Verizon number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Verizon number associated with an Unbundled Loop HOT CUT conversion:
Prior to the due date, the VZ Regional CLEC Co-ordination Center (RCCC) will arrange with internal VZ personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date VZ will install a 10 digit unconditional trigger on the VZ line (during the porting process, it is VZ's policy to place the 10 digit trigger on all telephone numbers, with the exception of virtual numbers like DID and distinctive ringing, to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone two days prior to the HOT CUT in the afternoon and notify the CLEC of any problems found. On the due date, the CLEC will notify the RCC of the "Go Ahead" via the Wholesale Provisioning Tracking System (WPTS) which is an interactive web-based system; or the RCCC will contact the CLEC before the scheduled HOT CUT time to ensure that both parties are ready. Verizon has an obligation to meet FDT and DD within a specific window of time. The window of time as as follows:

1-9 lines	1 hour
10-49 lines	2 hours
50-99 lines	3 hours
100-199 lines	4 hours
200 + lines	8 hours

Exception: Hot Cut conversions involving IDLS have a requirement to be completed within a four (4) hour window. For example, AM = 8:00AM to 12:00PM. PM = 1:00PM to 5:00PM.
If the CLEC indicates that the port should proceed, VZ will cut the loop at the scheduled time (FDT), or AM/PM window if IDLC and report the completion to the CLEC within the appropriate HOT CUT window via WPTS or by a call. Upon notification of the completion, the CLEC will send a notice to NPAC to activate LNP in real time. As long as a trigger has been placed on the Verizon line, this PORT OUT is under the total control of the CLEC. However, the line should be ported upon notification of the successful HOT CUT to prevent any possible service interruptions.

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT:
VZ will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the VZ switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the VZ service order. At the same time the service orders are issued, VZ will send the FOC to the CLEC and create the subscription version to the NPAC. Since no Hot Cut is involved, once the 10 digit trigger is added to the VZ telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date. If the 10 digit trigger is not applied because the VZ account has virtual telephone numbers, e.g. DID, then the FDT would govern the porting out activity and VZ will handle in the same manner as a Hot Cut by verbal communication.

VZ places the 10-digit trigger on all porting orders with the exception of virtual telephone numbers. Virtual telephone numbers are those numbers without OE (office equipment), e.g. DID, remote call forwarding. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. VZ activates the 10 digit trigger at least 1 day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose. Since DID numbers do not have OE, porting requests for DID service requires coordination between the CLEC and the RCCC at the FDT.

On all ports without a loop and with a trigger, the VZ service order will carry a FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the VZ line is disconnected from the switch.

Appendix F
E911 Update Process

ENHANCED 911 DATABASE UPDATES

Background:

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by VZ in those counties where VZ is the incumbent telephone company or has been contracted by the municipality or state to be the lead telephone company or database administrator. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. VZ is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of VZ's local service or by VZ's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. VZ updates the E911 database once each evening from the VZ service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. VZ developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When VZ or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The Telephone Company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database to make the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to the E911 database to identify the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in VZ's *CLEC Handbook* and *E911 PS/ALI Guide*. Both documents are available to the public at VZ's website.

Appendix G
Repair Disposition Codes
From CLEC Handbook, Section 8.0

8.8 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8.8.1 DISPOSITION CODES NORTH

Disposition Code Table	
Disposition Code	**Trouble was found in:**
03xx	Verizon Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0391-97	Network Interface Device
04xx	Verizon Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Verizon Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Appendix G
Repair Disposition Codes

Disposition Code Table	
Disposition Code	**Trouble was found in:**
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Verizon's Central Office/IDC applies.

8.9.1 CAUSE CODE TABLE - NORTH

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	**Trouble was caused by…….**
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

Appendix H – Flow Through Order Scenarios
November 2003 compliance filing based upon NY 10/29/03 order

Title		**Updated: 03/21/03**
Resale Services	**Request Types Mechanically Generated (Flow-through)**	**Exceptions*** ***Is not inclusive of LSR entry errors**
Basic Exchange – Residence (res & bus)	• Conversions As Is – *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Conversion As Is with Changes - *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversions As Specified (Full Migration) - *Includes:* -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -New, Change, Delete Single Line Hunting -USOC In scope list by state • Conversions As Specified (Partial Migration – Non BTN and BTN) - *Includes:* -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -New, Change, Delete Single Line Hunting -USOC In scope list by state • New Activity *Includes:* -Local & Foreign Directory Lstg for Straight Main and, Additional Listings -New Single Line Hunting -USOC In scope list by state • Resale Account Activity *Includes*: -Remote Call Forwarding -USOC In scope list by state -Add lines -Delete Account -Delete lines -Seasonal Suspend -Restore of Seasonal Suspend -Outside Move (Change end user location) --Change PIC/LPIC -Add, Change, Delete Freeze PIC/LPIC -Add, Change, Delete Blocking	• New activity over 5 lines (for facility check) - all other activity 20 or more lines • Expedites (EXP) • Directory Captions and Indents • Multi Line Hunting • New activity if Telephone field populated with "N" • Post Migration Deny • Post Migration Restore Deny • Conversion of Retail to Resale where the Retail account is suspended • Conversion to Resale to Resale where the Resale account is suspended • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Special Pricing Plan (SPP) • PAL • COIN • CENTREX • ISDN (BRI) • ISDN (PRI) • PBX • Advanced Services • Foreign exchange service • Semi-public • Prison/Inmate • WATS • WSOP (Working Service on Premise) = V (Validate Status of existing service) • NPI (Number Portability Type) = C (Port in Working Telephone Number) • TC MULT • ECCKT • SNGL (Signaling) = GS (Ground Start) = WS (Wink Start) = DD (Delayed Dial) = IM (Immediate) = E1 (E + M1) = E2 (E + M2) = E3 (E + M3) • Resale Private Line • Resale Frame Relay • Supplement Type (SUP) =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received

	-Add, Change, Delete Features -Existing, New, Change, Remove Single Line Hunting - Add, Change, or Delete Local & Foreign Directory Lstg for Straight Main and Additional listings in conjunction with appropriate scenarios listed above -Change telephone number (BTN and Non-BTN) -SNP -Restore -Call Intercept • Resale to Resale "As Is" *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Resale "As Is wi Changes" *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Resale "As Specified (Full Migration) *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings - New, Change, Delete Single Line Hunting - USOC In scope list by state • Resale to Resale "As Specified (Partial Migration – Non BTN) *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings - New, Change, Delete Single Line Hunting - USOC In scope list by state • Platform to Resale "As Is" *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • WSOP (Working Service on Premise) = C (Cut Though exists) • Supplement Type (Sup) =1, 2,3 if confirmation not sent =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received	= 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received =3 if request previously confirmed

Appendix H – Flow Through Order Scenarios
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undled Network Elements (UNE)	**Request Types Mechanically Generated (Flow-through)**	**Exceptions*** ***Is not inclusive of LSR entry errors**
Loop • 2W analog 2W CSS Loop • 4W analog 4W CSS Loop • 2W digital *Includes:* -ISDN -ADSL -HDSL -XDSL - Digital Design • 4W digital -HDSL -56 KBs -64 KBs • Sub Loop *Includes:* -2W Analog -4W Analog 2 W Digital *Includes:* -ISDN -ADSL -XDSL -Digital Design 4W Digital *Includes:* -HDSL -56 KBs -64 KBs • PART Includes: -Line Share With DS3 Port Term - CLEC Voice and CLEC Data With DS3 Port Term	• Conversions from Retail and Resale Includes: - 2 Wire Analog Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings • New Activity *Includes*: - ISDN loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings - 2 Wire Analog Basic Analog w/Local & Foreign Directory Lstg for Straight Main and Additional listings -ADSL • Partial Conversion (BTN and Non-BTN) • All Disconnect Activity (except Line Sharing) • CHC (coordinated hot cut) • Supplement Type (Sup) =1, 2, 3 if confirmation not sent • Line Sharing (New and Delete only) • Conversion of Platform to Loop (Full Migration) • Line Splitting - New - Disc Data • Sub Loop *Includes:* - Analog: 2 Wire New and Delete - Digital: 2 Wire New and Delete *Includes:* ISDN ADSL HDSL XDSL Digital Design Line Share • PART -Line Share With DS3 Port Term -Data only With DS3 Port Term -CLEC Voice and CLEC Data With DS3 Port Term - Disconnects	• Loop Qualification Status of R (Required) • New activity over 5 lines (for facility check) • Conversion of ISDN loop • ANALOG -2W CSS Loop -4W analog - 4W CSS Loop • DIGITAL -All Digital 2W Zero Bridge Taps -2W HDSL -2W XDSL -2W Digital Design -4W Digital -4W HDSL -56 KBs -64 KBs • Line Sharing (except New and Delete) • Expedites • Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Supplement Type (SUP) = 1, 2, 3 if request previously confirmed • Sub Loop Analog -All 4Wire Digital: -All Digital 2W Zero Bridge Taps -4W HDSL - 4W 56KBs -4W 64KBs

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Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop with LNP	• Conversions from Retail and Resale *Includes*: Basic loop w/ Local & Foreign Directory Lstg for Straight Main and Additional listings • Partial Migration (BTN and Non-BTN) • All Disconnects • Supplement Type (Sup) =1, 2, 3 if confirmation not sent • Conversion of Platform to Loop with LNP (Full Migration)	• Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Supplement Type (SUP) = 1, 2, 3 if request previously confirmed
LNP	• Conversion from Retail and Resale *Includes*: -Local & Foreign Directory Lstg for Straight Main • Partial Migration (BTN and Non-BTN) • Supplement Type (Sup) =1, 2, 3 if confirmation not sent =1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received • Conversion of Platform to LNP (Full Migration)	• Migrations with additional listings • Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • Supplement Type (SUP) =1 post confirmation if service order is still pending with a due date that is less than the day the sup is received = 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received =3 if request previously confirmed

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Unbundled Network Elements (UNE-P)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Platform (bus/res)	• Conversions As Is – *Includes:* -Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversion As Is – with Changes *Includes:* -Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversion As Specified (Full Migration) *Includes:* -Local & Foreign Directory Lstg for Straight Main and Additional Listings -Addition and Deletion of lines -USOC In scope list by state • Conversions As Specified (Partial Migration – BTN/Non BTN) *Includes:* -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -Hunting -USOC In scope list by state • New Activity – *Includes:* -Local & Foreign Directory Lstg for Straight Main, Additional listings -USOC In scope list by state • Platform Account Activity *Includes:* - USOC In scope list by state by state - Add Lines - Delete Lines, - Delete Account includes hunting - Delete of hunting - Change telephone number (Non-BTN) - Change telephone number (BTN) - Change PIC/LPIC - Freeze PIC/LPIC - Suspend (Seasonal/Deny) - Restore (Seasonal/Deny) - Add, Change, Delete Blocking - Add, Change, Delete Features - Add, Change, Delete Local & Foreign Straight Main and Additional Listings in conjunction with appropriate scenarios listed above - Outside Move (Change end user	• New activity 10 or more (for facility check) • Expedites (EXP) • Directory Captions and Indents • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Special Pricing Plan (SPP) • Hunting Activity • New activity if Telephone field populated with "N" • CENTREX • ISDN (BRI) • ISDN (PRI) • Advanced Services • Foreign exchange service • SMDI Port • P Phone • DS1 DID/DOD PBX • Project • NPI (Number Portability Type) = C (Port in Working Telephone Number) • BI1/BI2 (Billing Account Number)= D • WSOP (Working Service on Premise) = V (Validate Status of existing service) • Supplement Type (SUP) =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received =2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received =3 if request previously confirmed • Migration of Residence Auxiliary Lines • COIN - Change telephone number (BTN) • COIN – Outside Move (Change end user location) • COIN – Partial Migration (BTN and non-BTN)

	location) • Resale to Platform "As Is" – *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Platform - "As Is with Changes" – *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Platform "As Specified (Full Migration) – *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings -USOC In scope list by state • Resale to Platform "As Specified (Partial Migration – BTN/Non BTN) *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings -USOC In scope list by state • Clec to Clec "As Specified (Full Migration) *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings -USOC In scope list by state • Coin conversion "As Is" *Includes:* - Local & Foreign Directory Lstg for Straight Main, Additional listings • Coin Conversion "As Is with Changes" *Includes:* -Local & Foreign Directory Lstg for Straight Main, Additional listings • Coin Conversion "As Specified" (Full Migration) *Includes:* -Local & Foreign Directory Lstg for Straight Main, Additional listings -USOC In scope list by state • Coin New Connect *Includes:* -Local & Foreign Directory Lstg for Straight Main, Additional listings -USOC In scope list by state	

	• Coin Platform Account Activity *Includes:* -USOC In scope list by state by state -Add Lines -Delete Lines, -Delete Account -Change telephone number (Non-BTN) -Change PIC/LPIC -Freeze PIC/LPIC -Suspend (Seasonal/Deny) -Restore (Seasonal/Deny) -Add, Change, Delete Blocking -Add, Change, Delete Features -Add, Change, Delete Local & -Foreign Straight Main and Additional Listings in conjunction with appropriate scenarios listed above • Supplement Type (Sup) =1, 2,3 if confirmation not sent =1 post confirmation if the service order is still pending with a due date greater than the day the sup is received =2 post confirmation if the original request was Flowthough and if the service order is still pending with a due date greater than the day the sup is received	

LINE SPLITTING PLATFORM	**Request Types Mechanically Generated (Flow-through)**	**Exceptions*** ***Is not inclusive of LSR entry errors**
Line Splitting	• Line Splitting Account Activity (New York only) *Includes:* -Platform USOC In scope list by State -Change PIC/LPIC -Add, Change, Remove Freeze PIC/LPIC -Add Change Delete Blocking -Add, Change Delete Features • Disconnects with Line Splitting • Line Sharing to Line Splitting (Same CLEC)	

LIDB (Line Information Data Base) **Offered by Contract**	**Request Types Mechanically Generated (Flow-through)**	**Exceptions*** ***Is not inclusive of LSR entry errors**
LIDB	All (only an ACT of C and an LNA of C is	

	allowed)	

Standalone Directory	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Standalone Directory Listings	• Local & Foreign New, Change, Delete Directory Lstg for Straight Main and Additional listings • Supplement Type (Sup) =1, 2, 3 if confirmation not sent • Supplement Type (Sup) =1, 2, 3 if confirmation not sent =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received	• Directory Captions and Indents • Supplement Type (SUP) =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received =3 if request previously confirmed

Note:
1. Unless otherwise noted in Request Types Mechanically Generated (Flow-through), product to product e.i. Loop to Loop, does not flow through at Level 5.

Synopsis of Changes:

Date Changed:	Title	Column: F/T = Flowthrough E = Exceptions T = Title	A=Add, C= Change, D=Delete
11/20/00	Resale	E	C: from Auxiliary Lines C: to Auxiliary Lines (Residence)
12/21/00	Platform	E	D: Partial Conversion As Specified (BTN)
12/21/00	Platform	F/T	C: from Partial Conversion As Specified (Non-BTN) C: to Partial Conversion As Specified (BTN/Non BTN)
12/22/00	Loop	E	C: from Line Sharing C: to Line Sharing (except New)
12/22/00	Loop	F/T	A: Line Sharing (New only)
12/22/00	Loop	F/T	C: from All Disconnect Activity C: to All Disconnect Activity (except Line Sharing)
12/27/00	Platform	E	A: Migration of Residence Auxiliary Lines
01/19/01	All Scenarios	F/T	C: from Supplement Type (Sup) =1, 2, 3 if no service order in the system C: to Supplement Type (Sup) =1, 2, 3 if confirmation not sent
01/19/01	All Scenarios	E	C: from Supplement Type (SUP) = 1,2, 3, if service order is in the system

			C: to Supplement Type (SUP) = 1, 2, 3 if request previously confirmed
02/05/01	Resale	E	C: from Auxiliary Lines (Residence) C: to Auxiliary Lines (Residence) (NE only)
02/20/01	Loop	R	C: Line Sharing (New only) C: Line Sharing (New and Delete only)
02/20/01	Loop	E	C: Line Sharing (except New) C: Line Sharing (except New and Delete)
03/09/01	All	Header	D: Notation "Legacy System"
06/19/01	Resale	F/T	C: from Resale Account Activity -New, Change, Remove Single Line Hunting C: to Resale Account Activity -Existing, New, Change, Remove Single Line Hunting
06/19/01	Resale	E	D: Hunting activity of "E"
06/19/01	Loop	F/T	A: Conversion of Platform to Loop (Full Migration)
06/19/01	Loop	F/T	A: Conversion of Platform to Loop (Partial Migration Non-BTN)
06/19/01	Loop with LNP	F/T	A: Conversion of Platform to Loop with LNP (Full Migration)
06/19/01	Loop with LNP	F/T	A: Conversion of Platform to Loop with LNP (Partial Migration Non-BTN)
06/19/01	LNP	F/T	A: Conversion of Platform to LNP (Full Migration)
06/19/01	LNP	F/T	A: Conversion of Platform to LNP (Partial Migration Non-BTN)
06/19/01	Line Splitting	F/T	A: Line Splitting Account Activity (New York only) *Includes:* -Platform USOC In scope list by State -Change PIC/LPIC -Add, Change, Remove Freeze PIC/LPIC -Add Change Delete Blocking -Add, Change Delete Features
06/19/01	LIDB	F/T	A: Offered by Contract All (only an ACT of C and an LNA of C is allowed)
08/03/01	Loop	E	A: Loop Qualification Status of R (Required)
08/21/01	Platform	E	D: Outside Move (Change end user location)
08/21/01	Platform	F/T	A: Outside Move (Change end user location)
08/21/01	Platform	E	D: Change telephone number (BTN)
08/21/01	Platform	F/T	A: Change telephone number (BTN)
08/21/01	Platform	E	A: COIN - Change telephone number (BTN)
08/21/01	Platform	E	A: COIN – Outside Move (Change end user location)
09/17/01	Platform	E	A: COIN – Partial Migration (BTN and non-BTN)
09/17/01	Loop	F/T	D: Conversion of Platform to Loop (Partial Migration Non-BTN)
09/17/01	Loop wi LNP	F/T	D: Conversion of Platform to Loop with LNP (Partial Migration Non-BTN)
09/17/01	LNP	F/T	D: Conversion of Platform to LNP (Partial Migration Non-BTN)
10/23/01	Heading	T	C:from heading of Service C: to heading of Title
10/23/01	Column	Column	C: from Column Identifier R (Request Type) C: to F/T=Flowthrough

10/23/01	Loop	T	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	E	D: All reference to M Loop (Use ASR to order)
10/23/01	Loop	T	A: 2 W CSS Loop
10/23/01	Loop	T	A: 4 W CSS Loop
10/23/01	Loop	T	A: 2 W Digital Design
10/23/01	Loop	T	D: 4W Digital ISDN
10/23/01	Loop	T	D: 4W Digital ADSL
10/23/01	Loop	T	D: 4W Digital XDSL
10/23/01	Loop	T	A: 4W Digital 56KBs
10/23/01	Loop	T	A: 4W Digital 64KBs
10/23/01	Loop	T	A: Sub Loop Includes: -2W Analog -4W Analog -2 W Digital *Includes:* -ISDN -ADSL -XDSL -Digital Design - 4W Digital *Includes:* -HDSL -56 KBs -64 KBs
10/23/01	Loop	F/T	D: All reference to 2W CSS
10/23/01	Loop	E	A: 2W CSS Loop A: 4W CSS Loop
10/23/01	Loop	F/T	C: from Basic loop w/Local&Foreign Directory Lstg for Straight Main and Additional Listing C: to 2 Wire Analog Basic loop w/Local&Foreigh Directory Lstg for Straight Main and Additional Listing
10/23/01	Loop	F/T	A: Line Splitting -New -Disc Data
10/23/01	Loop	F/T	A: Sub Loop *Includes:* - Analog: 2 Wire New and Delete - Digital: 2 Wire New and Delete *Includes:* ISDN ADSL HDSL XDSL Digital Design
10/23/01	Loop	E	(UNDER ANALOG) D: 2W P phone
10/23/01	Loop	E	(UNDER DIGITAL) A: All Digital 2W Zero Bridge Taps
10/23/01	Loop	E	(UNDER DIGITAL) D: 2W ADSL zero bridge tap
10/23/01	Loop	E	(UNDER DIGITAL) A: 2W Digital Design
10/23/01	Loop	E	(UNDER DIGITAL) A: 4W Digital
10/23/01	Loop	E	(UNDER DIGITAL) A: 4W HDSL

10/23/01	Loop	E	(UNDER DIGITAL) A: 56KBs
10/23/01	Loop	E	(UNDER DIGITAL) A: 64KBs
10/23/01	Loop	E	A: Sub Loop -Analog All 4Wire -Digital: All Digital 2W Zero Bridge Taps 4W HDSL 4W 56KBs 4W 64KBs
10/23/01	Resale	F/T	Under Supplement Type (Sup) A: =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received
10/23/01	Resale	E	Supplement Type (SUP) C: from = 1, 2, 3 if request previously confirmed C: to 3 if request previously confirmed A: =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received
10/23/01	Resale	E	D: Change telephone number (BTN or Non BTN)
10/23/01	Resale	F/T	A: Change telephone number (BTN and Non-BTN)
10/23/01	Platform	F/T	Under Supplement Type (Sup) A: =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received
10/23/01	Platform	E	Supplement Type (SUP) C: from = 1, 2, 3 if request previously confirmed C: to 3 if request previously confirmed A: =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received
10/23/01	Line Splitting	T	C: from Line Splitting C: to Line Splitting Platform

	Line Splitting Platform	F/T	C: from Line Splitting Account Activity (New York only) C: to Line Splitting Account A
10/23/01	Line Splitting Platform	F/T	A: Disconnects with Line Splitting A: Line Sharing to Line Splitting (Same Clec)
10/23/01	Standalone Listing	E	C: from Supplement Type (SUP) = 1, 2, 3 if request previously confirmed C: to Supplement Type (SUP) =1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received = 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received =3 if request previously confirmed
10/23/01	Standalone Listing	F/T	C: from Supplement Type (Sup) =1, 2, 3 if confirmation not sent C: to Supplement Type (Sup) =1, 2, 3 if confirmation not sent =1 post confirmation if service order is still pending with a due date greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is receive
12/20/01	Resale	E	D: = C (Cut Through exists)
12/20/01	Resale	F/T	A: WSOP (Working Service on Premise) = C (Cut Though exists)
12/20/01	Resale	F/T	A: Platform to Resale "As Is" *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings
12/20/01	Loop	E	D: Partial conversion with BTN
12/20/01	Loop	F/T	C: from Partial Conversion (Non-BTN) C: to Partial Conversion (BTN and Non-BTN)
12/20/01	Loop wi LNP	E	D: Partial conversion with BTN
12/20/01	Loop wi LNP	F/T	C: from Partial Migration (Non-BTN) C: to Partial Migration (BTN and Non-BTN)
12/20/01	LNP	E	D: Partial conversion with BTN
12/20/01	LNP	F/T	C: from Partial Migration (Non-BTN) C: to Partial Migration (BTN and Non-BTN)
12/20/01	LNP	E	C: from Supplement Type (SUP) = 1, 2, 3 if request previously confirmed C: to Supplement Type (SUP) =1 post confirmation if service order is still pending with a due date that is less than the day the sup is received = 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received =3 if request previously confirmed
12/20/01	LNP	F/T	C: from Supplement Type (Sup)

			=1, 2, 3 if confirmation no sent C: to Supplement Type (Sup) =1, 2, 3 if confirmation not sent =1 post confirmation if service order is still pending with a due date that is equal to or greater than the day the sup is received = 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received
03/14/02	LOOP	F/T	A: Under Sub Loop: Line Share
05/29/02	Resale	E	D: Auxiliary Lines (Residence) (NE only)
05/29/02	Resale	E	D: Partial Migration As Specified (BTN)
05/29/02	Resale	F/T	C: Conversion As Specified (Partial Migration – Non BTN and BTN)
05/29/02	Resale	E	D: Remote Call Forwarding
05/29/02	Resale	F/T	A: Remote Call Forwarding
05/29/02	Platform	E	D: WSOP (Working Service on Premise) = C (Cut Through Exists)
05/29/02	Loop	E	A: PART -Line Share With DS3 Port Term -Data only With DS3 Port Term -CLEC Voice and CLEC Data With DS3 Port Term
10/23/02	Resale	F/T	A: Under Resale Account Activity -SNP -Restore
10/23/02	Platform	F/T	A: Under platform Account Activity -Delete of hunting
10/23/02	Platform	F/T	C: Under Platform Account Activity From: Delete Account To: Delete Account includes Hunting
01/28/03	UNE	F/T	A: PART -Line Share With DS3 Port Term -Data only With DS3 Port Term -CLEC Voice and CLEC Data With DS3 Port Term - Disconnects
01/28/03	UNE	E	D: PART -Line Share With DS3 Port Term -Data only With DS3 Port Term -CLEC Voice and CLEC Data With DS3 Port Term - Disconnects

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3/21/03	Resale	F/T	A: Call Intercept

Telecom Industry Services

CLEC Interconnection Trunking Forecast Guide

September 2000

Introduction

Introduction	The purpose of this CLEC Interconnection Trunking Forecast Guide and attached documents is to provide guidelines for the formats and language to be used in exchanges of forecast information between CLECs and Verizon. **These guidelines in no way supersede any established or future Interconnection Agreements between Verizon and individual CLECs.** The Verizon CLEC Interconnection Trunking Forecast Process is an interactive planning process between the CLECs and Verizon. This recommended process represents a work in progress and may be modified as appropriate.
Initial Implementation	The Trunk Forecasting Process was implemented to meet the requirements of Verizon's forecasting and capital budget process.
Evaluation	The Trunk Forecasting Process will be monitored by Verizon with input from all CLECs to evaluate the success of the forecast process.

CLEC Interconnection Trunking Forecast Process

Why Do We Need Forecasts?	1. To ensure that trunk groups do not exceed their design blocking thresholds. 2. To ensure adequate infrastructure planning to meet customer service requirements within standard intervals. 3. CLECs and Verizon analyze forecast information in order to: • Design optimum network infrastructure. • Prioritize and allocate limited capital funds for next year's switching, transport and OSS projects. • Allocate expense budgets and human resources.
Impact of Unforecasted Demand	Unforecasted Demand Forces: • Blockage that exceeds design blocking thresholds. • Redesign of infrastructure network in various areas. • Sub-optimization of planned aggregate infrastructure. • Reallocation of funds for infrastructure. • Reprioritizing, rescheduling, or cancellation of planned projects. • Reallocation of human resources.

When Will This Trunk Forecast be Provided?	On a semiannual basis, CLECs will be requested to provide Verizon with at least a two year detailed forecast of its traffic and volume requirements for all CLEC Interconnection Trunking. This should include requirements for both new growth and change in volumes. **This forecast must be provided on February 1st and August 1st each year.** To facilitate the forecast, Verizon's TIS Account Team will send out a letter with a 3.5Mb diskette (with an attached VZ Excel forecast spreadsheet) to each CLEC
How will feedback be provided on the process?	Verizon will review the forecast and provide feedback to individual CLECs as appropriate. A CLEC or Verizon can also request a meeting to discuss the forecast process.
Degree of Confidence	The CLEC should strive to provide Verizon with a high degree of accuracy. The remarks section of the forecast template should be used to identify high priority requirements and indicate special considerations. Verizon may use the remarks as a guide for discussions at joint meetings.
Distribution of the Official Forecast	Forecasts will only be made available to those parties within Verizon with a need to know and will be in compliance with the appropriate Interconnection Agreements. For example, Verizon- Telecom Industry Services, Verizon - Network Forecasting and Network Provisioning groups. Individual CLEC forecasts will not be shared with other CLECs or Verizon Retail.
How should each party provide feedback to the other of a spike in demand/project that is Unforecasted for the current year?	Each party will notify the other when they project a significant short term spike in demand which has the potential to impact infrastructure and/or workforce balance. This notification will be done via letter to the other party (ex. CLEC obtains a new ISP) via the respective account managers. A copy may be sent to the appropriate provisioning group in Verizon. For example, significant changes can include : • A new CLEC POI • Advancing or delaying significant trunk requirements from one year to another • Unforecasted trunking requirements • New Switch
Joint Network Planning Reviews	May be called by either party as required. These meetings will include engineering representatives from each party. May include discussions on changes in POI, additional transport requirements, additional trunking requirements, significant advances or delays in requirements from one year to another.

CLEC Interconnection Trunking Forecast Guide

Forecast Template Field Definitions

Header Section

1. **CLEC Name:**

   DEFINITION: This field identifies the Telecommunications Carrier issuing the trunk forecast.

   EXAMPLE: ABC Telecom

2. **Forecast Issue Date:**

   DEFINITION: This field identifies the date the trunk forecast is issued by the Telecommunications Carrier.

   EXAMPLE: 2/1/98

3. **Issued By:**

   DEFINITION: This field identifies the name and the title of the person issuing the Forecast for the CLEC.

   USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast is required.

   EXAMPLE: Jane Doe, Network Manager

4. **Reach Number:**

   DEFINITION: This field identifies the Telephone Reach Number of the CLEC employee who originated this trunk forecast. The field should contain a three-digit area code, three-digit exchange, and a four-digit line number.

   USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast is required.

   EXAMPLE: 1-800-555-1212

5. **LATA:**

   DEFINITION: This field indicates the LATA which the trunk group(s) forecast will serve. A separate forecast template should be prepared for each LATA for which the CLEC is providing trunk forecasts.

   USAGE: This information will be used to distribute the forecasts to appropriate personnel within Verizon.

   EXAMPLE: 132

Trunk Group Specific Section

6. **ACTL (Access Customer Terminal Location / POI (Point of Interface):**

DEFINITION: This field identifies the CLLI Code of the Terminal Location / POI of the CLEC providing the IntraLata Service. If the CLEC does not have a CLLI Code for a particular ACTL / POI, the CLEC should contact their Verizon account manager to obtain a code prior to the submission of the trunk forecast.

USAGE: This field identifies the physical drop-off point of traffic to the CLEC.

EXAMPLE: GRCYNYAANMD

7. **TSC (Two Six Code) / NEW:**

DEFINITION: This field identifies the unique number assigned to the Trunk Group by Verizon. **For new trunk groups, indicate "New" in the field.**

USAGE: This field assures that Verizon and the CLEC are referencing the appropriate trunk group.

EXAMPLE: AQ123456

8. **Verizon CLLI:**

DEFINITION: This field is the eleven (11) character CLLI (Common Language Location Identification) Code of the Verizon switch.

USAGE: The CLLI identifies the Verizon switch in unique terms.

EXAMPLE: GRCYNYCG02T

9A. **TO (Traffic Origination)**

DEFINITION: This field is used to identify the direction of traffic for each trunk group between Verizon and the CLEC.

USAGE: The following codes should be used. **VZ**= Traffic originates with Verizon, **CL**= Traffic originates with CLEC, **2W** = Two Way Traffic

EXAMPLE: VZ, CL, 2W

9. **DS (Direction and Type of Signaling)**

DEFINITION: This field is a two character code which identifies the direction of traffic movement for trunk groups and the type of pulsing signals between the Verizon and CLEC location. Refer to Bellcore standard BR756-350-522 Issue3, Section 2, January 1989 for a complete list of definitions. The following table represents the most common selections:

DS	Description
MM	Two way MF pulsing
-M	MF pulsing from CLEC to Bell Atlantic
M-	MF pulsing from Bell Atlantic to CLEC
77	Two way SS#7 pulsing
-7	SS#7 pulsing from CLEC to Bell Atlantic
7-	SS#7 pulsing from Bell Atlantic to CLEC

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: MM

10. **CLEC SWITCH CLLI:**

DEFINITION: This field is the eleven (11) character CLLI code of the CLEC Switch.

USAGE: The CLLI identifies the CLEC switch in unique terms.

EXAMPLE: GRCYNYAADS0

11. **INTERFACE TYPE (Point of Interconnection)**

DEFINITION: This element describes the Interface Group desired for this traffic. These Groups relate to the CLEC POI Interface Groups for Switched Access Service.

Interface Type	CLEC/Verizon Point of Interconnection
DS1	DS1 Level High Speed Digital (1.544 MBPS)
DS3	DS3 Level High Speed Digital (44.736 MBPS)

USAGE: This field is required on all documents.

EXAMPLE: DS1

12. **56 KB or 64 Clear Channel:**

DEFINITION: This field defines the requirement for either 56KB or 64 clear channel on this trunk group.

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: 56 or 64

Current Year Trunk Requirements

13. **Trunks In-Service As Of Forecast Issue Date:**

DEFINITION: This field identifies the number of **DS0** trunks In Service for this trunk group as of the date of the forecast.

USAGE: This information gives Verizon evaluates the starting point for this forecast.

EXAMPLE: 192

14. **1Q FCST, 2Q FCST, 3Q FCST, 4Q FCST:**

DEFINITION: These fields indicate the cumulative trunk quantity forecasted for each quarter of the current year. Quantities indicate end of quarter requirements. As quarterly updates are provided, fields for past quarters should be used to indicate actual in-service amounts.

USAGE: This information will identify any changes in requirements for the current year.

EXAMPLE: 192 Trunks (Only the number of DS0 trunks required)

Trunk Forecast Requirements - Current Year + 1

15. **1Q, 2Q, 3Q, 4Q:**

DEFINITION: These fields indicate the cumulative trunk quantities forecasted to be required for the First Future Year (Current Year +1) by quarter for that year. Quantities indicate end of quarter requirements.

USAGE: This information provides and indication of timing as well as volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

16. Trunk Forecast Requirements - Current Year + 2 :

DEFINITION: This field indicates the cumulative trunk quantities forecasted to be required for the second future Year (Current Year +2) as of the end of the year.

USAGE: This information provides volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

Other

17. **REMARKS:**

DEFINITION: This field is used to expand upon/clarify-forecast data for each trunk group. It should be used to identify the sizing and timing of major projects, major shifts in demand, new switches etc.

USAGE: This field should be used to identify high priority requirements and other forecast items to be included in correspondence and discussions with Verizon.

EXAMPLE: Will be establishing new POI in late in year 2000.

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**1**	**Forecast Issue Date:**	**2**
Issued By:	**3**	**Reach Number:**	**4**

LATA: **5**

CURRENT YEAR TRUNK REQUIREMENTS

ACTL / POI	TSC	Verizon SWITCH CLLI	TO	DS	CLEC SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel		Trks In-Svc as of Fcst Issue Date	1Q FCST	2Q FCST	3Q FCST	4Q FCST
6	7	8	9A	9	10	11	12		13	14	14	14	14

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**1**	**Forecast Issue Date:**	**2**
Issued By:	**3**	**Reach Number:**	**4**

LATA: **5**

								TRUNK FORECAST REQUIREMENTS Current YEAR + 1			
ACTL / POI	**TSC**	**Verizon SWITCH CLLI**	**TO**	**DS**	**CLEC SWITCH CLLI**	**INTERFACE TYPE**	**56 KB or 64 Clear Channel**	**1Q**	**2Q**	**3Q**	**4Q**
6	7	8	9A	9	10	11	12	15	15	15	15

CLEC Name :	**1**	**Forecast Issue Date:**	**2**
Issued By:	**3**	**Reach Number:**	**4**

LATA: **5**

									TRUNK FORECAST REQUIREMENTS
ACTL / POI	**TSC**	**Verizon SWITCH CLLI**	**TO**	**DS**	**CLEC SWITCH CLLI**	**INTERFACE TYPE**	**56 KB or 64 Clear Channel**		**Current YEAR + 2**
6	7	8	9A	9	10	11	12		16

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**1**	**Forecast Issue Date:**	**2**
Issued By:	**3**	**Reach Number:**	**4**

LATA: **5**

ACTL / POI	TSC	Verizon SWITCH CLLI	TO	DS	CLEC SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	REMARKS
6	7	8	9A	9	10	11	12	17

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**ABC Telecom**	**Forecast Issue Date:**	**2/1/1998**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

									CURRENT YEAR TRUNK REQUIREMENTS			
ACTL / POI	**TSC**	**Verizon SWITCH CLLI**	**TO**	**DS**	**CLEC SWITCH CLLI**	**INTERFACE TYPE**	**56 KB or 64 Clear Channel**		**Trks In-Svc as of Fcst Issue Date**	**1Q FCST**	**2Q FCST**	**3Q FCST**
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56		72	72	72	96
BRWDNYAANKD	AN234567	BRWDNYBW01T	C	-7	BRWDNYAADS1	DS1	56		48	48	72	72
GRCYNYAANMD	AN246802	LVTWNYLTDS0	B	7-	GRCYNYAADS1	DS1	56		192	192	192	192
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64		0	0	48	48

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**ABC Telecom**	**Forecast Issue Date:**	**2/1/1998**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

ACTL / POI	TSC	Verizon SWITCH CLLI	TO	DS	CLEC SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	4Q FCST
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	96
BRWDNYAANKD	AN234567	BRWDNYBW01T	C	-7	BRWDNYAADS1	DS1	56	72
GRCYNYAANMD	AN246802	LVTWNYLTDS0	B	7-	GRCYNYAADS1	DS1	56	192
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	48

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**ABC Telecom**	**Forecast Issue Date:**	**2/1/1998**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

								TRUNK FORECAST REQUIREMENTS Current YEAR + 1			
ACTL / POI	**TSC**	**Verizon SWITCH CLLI**	**TO**	**DS**	**CLEC SWITCH CLLI**	**INTERFACE TYPE**	**56 KB or 64 Clear Channel**	**1Q**	**2Q**	**3Q**	**4Q**
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	96	120	120	120
BRWDNYAANKD	AN234567	BRWDNYBW01T	C	-7	BRWDNYAADS1	DS1	56	96	96	120	120
GRCYNYAANMD	AN246802	LVTWNYLTDS0	B	7-	GRCYNYAADS1	DS1	56	192	544	544	784
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	72	72	96	96

Verizon
Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**ABC Telecom**	**Forecast Issue Date:**	**2/1/1998**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

ACTL / POI	TSC	Verizon SWITCH CLLI	TO	DS	CLEC SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	TRUNK FORECAST REQUIREMENTS Current YEAR + 2
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	240
BRWDNYAANKD	AN234567	BRWDNYBW01T	C	-7	BRWDNYAADS1	DS1	56	168
GRCYNYAANMD	AN246802	LVTWNYLTDS0	B	7-	GRCYNYAADS1	DS1	56	1328
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	192

Verizon

Telecom Industry Services

CLEC Interconnection Trunking Forecast

CLEC Name :	**ABC Telecom**	**Forecast Issue Date:**	**2/1/1998**
Issued By:	**J. Doe Network Mgr.**	**Reach Number:**	**914-555-1212**

LATA: **132**

ACTL / POI	TSC	Verizon SWITCH CLLI	TO	DS	CLEC SWITCH CLLI	INTERFACE TYPE	56 KB or 64 Clear Channel	REMARKS
GRCYNYAANMD	AN123456	GRCYNYGC02T	2W	MM	GRCYNYAADS0	DS1	56	
BRWDNYAANKD	AN234567	BRWDNYBW01T	C	-7	BRWDNYAADS1	DS1	56	
GRCYNYAANMD	AN246802	LVTWNYLTDS0	B	7-	GRCYNYAADS1	DS1	56	Adds rqd by Apr 15 & Dec 1 1999
BRWDNYAANKD	NEW	SYOSNYSYDS0	2W	77	BRWDNYAADS0	DS1	64	New POI may 1, 1998

Telecom Industry Services

Collocation Forecast Guide

September 2000

Introduction

Introduction	The purpose of this CLEC Collocation Forecast Guide and attached exhibits is to provide guidelines for the formats and language to be used in exchanges of collocation forecast information between CLECs and Verizon. **These guidelines in no way supersede any established or future Interconnection Agreements between Verizon and individual CLECs. These guidelines in no way supercede any regulatory orders or tariff provisions related to collocation.** The development of the CLEC Collocation Forecast process is a collaborative initiative between CLECs and Verizon. It is being developed in an effort to improve the network planning process for CLECs and Verizon. In addition to network planning, another goal of the process is to improve the quality and timeliness of industry information regarding space availability in particular Verizon Central Office locations. The design of the Guide is based on the successful New York CLEC Interconnection Trunk Forecast Guide. This recommended process may be modified as appropriate.

CLEC Collocation Forecast Process

Why are forecasts required?	To ensure adequate infrastructure planning to meet customer service requirements within standard intervals. CLECs and Verizon analyze forecast information in order to: • Design optimum network infrastructure. • Prioritize and allocate limited capital funds for future projects. • Allocate expense budgets and human resources.
Impact of unforecasted demand	Unforecasted collocation demand causes: • Delays in cage construction. • Delays in meeting power requirements. • Delays in conditioning space in Central Offices. • Reallocation of capital funding for buildings work. • Excessive expense for unplanned construction. • Reprioritizing, rescheduling, or cancellation of planned projects. • Reallocation of human resources.
When will this collocation forecast be provided to Verizon?	On a semi-annual basis, CLECs will be requested to provide Verizon with a two year detailed forecast of its physical and virtual collocation requirements. This should include requirements for new growth, changes from previously provided forecasts and deletions from previously provided forecasts. **This forecast must be provided no later than February 1st and August 1st of each year in accordance with the Verizon Telecom Industry Services semi-annual forecast cycle. To the extent that a CLEC has significant modifications to a previously provided forecast, or is a new entrant, out-of-cycle forecasts will always be accepted by Verizon and will be used for planning purposes.** To facilitate CLEC collocation forecasts, Verizon's TIS Account Team will send CLECs a forecast request letter along with a floppy diskette which will contain a collocation template.
How information will be provided?	CLECs may request meetings with Verizon to discuss the collocation process.

	Information on available space in Verizon Central Offices will be provided via the TIS web site.
Are there special requirements for virtual collocation?	It is important to identify the type of virtual collocation equipment that will be deployed. This will enable Verizon to plan for any provisioning or training requirements for non-standard equipment. See template instruction #17 and the attached exhibits.
Degree of confidence	The CLEC should strive to provide Verizon with a high degree of accuracy in the timing, location and sizing of collocation projects. Special attention should be paid to the information provided for Year 1, in accordance with a forecasting carrier's current business plan.
Distribution of the official forecast	Forecasts will only be made available to those parties within Verizon with a need to know. For example, Verizon-Telecom Industry Services, Verizon-Network Forecasting and Verizon-Network Provisioning groups will be receiving this forecast information. Individual CLEC forecasts will not be shared with other CLECs or Verizon Retail Marketing organizations.
How should each party provide information to the other regarding an out-of-cycle change in demand that is not forecasted in the current Feb 1st or Aug 1st view?	During the time period between forecast cycles, each party will notify the other when they project a significant change in demand that has the potential to impact infrastructure and/or workforce balance. Special attention should be paid to changes in a Year 1 forecast. Notification from CLECs, via E-mail and hard copy, should be directed to the respective Verizon Account Manager and Verizon Collocation Project Manager Examples of changes can include : • A new CLEC requirement for physical or virtual collocation. • A change in "Application" or "In Service" month or year • A deletion of previously forecasted demand. • A change in the status of a Verizon Central Office.
What should a CLEC do if there is no change in a forecast provided six months earlier?	The CLEC should always send their most recent forecast to Verizon. If there are no changes, the CLEC should simply re-send the document and provide an affirmative statement that there are no changes to the previously provided forecast. The affirmative statement will eliminate confusion and save time for all parties.
Joint network planning reviews	May be called by either party as required. These meetings will include network operations and/or project management representatives from each party. These reviews may be scheduled to discuss the significant forecast changes cited above.

CLEC Interconnection Collocation Forecast Guide
Forecast Template Field Definitions

Header Section (See Exhibits for examples)

1. Company Name:

DEFINITION: This field identifies the Competitive Local Exchange Carrier (CLEC) issuing the collocation forecast.

USAGE: Used by Verizon to identify individual carrier forecasts.

EXAMPLE: ABC Telecom

2. Company Contact Person:

DEFINITION: This field identifies the individual at the CLEC responsible to submit the forecast and act as a contact person for Verizon.

USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast needs to be communicated.

EXAMPLE: Jane Doe

3. Company Contact Person Telephone Number:

DEFINITION: This field identifies the telephone number of the contact person.

USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast needs to be communicated.

EXAMPLE: 212-555-1234

4. Verizon Account Manager:

DEFINITION: This field is used to identify the name of the Verizon Account Manager assigned to the CLEC providing the forecast.

USAGE: This information will be used by the CLEC and by Verizon to insure that the forecast is forwarded to the appropriate individual in Verizon.

EXAMPLE: Tom Dreyer

5. Date of This Forecast

DEFINITION: This field is used to identify the date on which the current forecast is being submitted.

USAGE: This information will be used by Verizon to distinguish the current view from previously provided forecast information.

EXAMPLE: August 1, 1999

6. Date of Previous Forecast

DEFINITION: This field is used to identify the most recent CLEC provided forecast date.

USAGE: This information will be used by Verizon to identify Adds, Changes and Deletions to previously forecasted information.

EXAMPLE: August 1, 1998

Collocation Specific Section

7. Request Number:

DEFINITION: This field is used to numerically identify each individual request that appears on the forecast template.

USAGE: This information will be used by Verizon to identify and refer to individual forecast requests.

EXAMPLE: 1, 2, 3 etc.

8. State:

DEFINITION: This field identifies the state for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by state.

EXAMPLE: NY

9. LATA:

DEFINITION: This field identifies the LATA for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by LATA.

EXAMPLE: 132

10. City/County

DEFINITION: This field identifies the city or county for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by city and/or county.

EXAMPLE: Manhattan

11. Central Office CLLI Code

DEFINITION: This field identifies the eight- (8) character CLLI (Common Language Location Identifier) code of the specific central office for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by Verizon central office.

EXAMPLE: NYCMNY42

12. Quantity:

DEFINITION: This field identifies the quantity of offices the CLEC expects to apply for in a specific state, LATA, city or county when the CLEC has not yet determined the specific central offices where they will apply for collocation. If a specific CLLI code is supplied, this field will always be one (1).

USAGE: This information will be used by Verizon to aggregate demand by state, LATA, city/county when the CLEC is unsure of the exact offices that will be applied for.

EXAMPLE: 5

13. Application Month:

DEFINITION: This field identifies the month in which the CLEC plans to submit the application for collocation. The year that the application will be submitted is the forecast year shown at the top of the template, for example “1998”. A separate template is required for each forecast year

USAGE: This information will be used by Verizon to sort and aggregate forecast demand data by application month.

EXAMPLE: August 1999

14. Requested In-Service Month

DEFINITION: This field identifies the month in which service is required. Requested In-service month is based upon the appropriate provisioning intervals and/or tariff provisions in specific jurisdictions and is dependent on what type of collocation is being requested.

USAGE: This information will be used by Verizon to sort and aggregate demand forecast data by requested In-Service month. Note: “In Service” month refers to the point in time when the collocation project is completed, turned over to the CLEC and capable of being

occupied. For Year 2 an attempt should be made to provide as much detailed information as possible. General information will be accepted for planning purposes.

EXAMPLE: January 1999

15. Type of Collocation (Physical or Virtual)

DEFINITION: This field identifies the type of collocation the CLEC plans to apply for.

USAGE: This information will be used by Verizon plan collocation space.

EXAMPLE: Physical

16. New Arrangement or Augment to Existing

DEFINITION: This field identifies whether the CLEC will be requesting a new collocation arrangement or is planning to augment an existing arrangement. Augments include expansions of existing cages, additional power requirements or additional cabling (DS1, DS3's, SVGAL etc.)

USAGE: This information will be used by Verizon to account for collocation requirements in planning collocation space, power plant growth, etc.

EXAMPLE: Power Augment

17. Floor Space in Sq. Ft. (Physical only)

DEFINITION: This field identifies the amount of square footage that will be requested for new physical collocation requests or expansion requests to existing arrangements. This field is not applicable when requesting virtual collocation.

USAGE: This information will be used by Verizon to plan collocation space.

EXAMPLE: 100 Sq. Ft.

18. Type of Equipment (Virtual Only)

DEFINITION: This field identifies the high level description of the type of equipment the CLEC will request to have installed in the virtual collocation arrangement. This information may also be supplied for physical collocation requests, but is not mandatory.

USAGE: Verizon will use this information for the planning of virtual collocation space requirements

EXAMPLE: OC48, SLC2000

19. Forecast Update Code

DEFINITION: This field categorizes the entry based on previously forecasted information.

USAGE: Verizon will use this information to synchronize new forecast entries with previously provided forecasts and collocation applications.

EXAMPLE: For an “Add” not previously forecasted enter “A”
For a “Change” to a previous forecast enter “C”
For a “Delete” to a previous forecast enter “D”

Verizon - Telecom Industry Services

Attachment #1 - Collocation Demand Forecast Template - February 1, 199

Company Name:	**1**
Company Contact Person:	**2**
Company Contact Person Telephone #:	**3**
Verizon Account Manager:	**4**
Date of This Forecast:	**5**
Date of Previous Forecast	**6**

Please provide the following detailed information and list each collocation request separately by State, by Central Office. See Instructions for additional information.

Request No.	State	LATA	City/County	Central Office CLLI Code	Quantity	Application Month	Requested In-Service Month	Type of Collocation (Physical or Virtual)	New Arrangement or Augment to Existing	Floor Space in Sq Ft (Physical Only)	Type of Equipment (Virtual Only)	Forecast Update Code: A = Add C = Change D = Deletion
7	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**

Verizon - Telecom Industry Services

Year #1 - 1999 Collocation Demand Forecast Template

Company Name:	ABC Telecom
Company Contact Person:	Jane Doe
Company Contact Person Telephone #:	212-555-1234
Verizon Account Manager:	Tom Dreyer
Date of This Forecast:	1-Feb-99
Date of Previous Forecast	1-Aug-98

Please provide the following detailed information and list each collocation request separately by State, by Central Office. See Instructions for additional information.

Request No.	State	LATA	City/County	Central Office CLLI Code	Quantity	Application Month	Requested In-Service Month	Type of Collocation (Physical or Virtual)	New Arrangement or Augment to Existing	Floor Space in Sq Ft (Physical Only)	Type of Equipment (Virtual Only)	Forecast Update Code: A = Add C = Change D = Deletion
1 - Example	*NY*	*132*	*Manhattan*	*NYCMNY42*	*1*	*Apr-99*	*Oct-99*	*Physical*	*Power Augment*	*100 Sq Ft*		C
2 - Example	*PA*	*228*	*Philadelphia*		*5*	*Sep-99*	*Dec-99*	*Virtual*	*New*		*OC48*	A
3												
etc.												

Verizon - Telecom Industry Services

Year #2 - 2000 Collocation Demand Forecast Template

Company Name:	ABC Telecom
Company Contact Person:	Jane Doe
Company Contact Person Telephone #:	212-555-1234
Verizon Account Manager:	Tom Dreyer
Date of This Forecast:	1-Feb-99
Date of Previous Forecast	1-Aug-98

Please provide the following detailed information and list each collocation request separately by State, by Central Office. See Instructions for additional information.

Request No.	State	LATA	City/County	Central Office CLLI Code	Quantity	Application Month	Requested In-Service Month	Type of Collocation (Physical or Virtual)	New Arrangement or Augment to Existing	Floor Space in Sq Ft (Physical Only)	Type of Equipment (Virtual Only)	Forecast Update Code: A = Add C = Change D = Deletion
1 - Example	*MA*	*128*	*Boston*		*4*	*May-00*	*Nov-00*	*Physical*	*New*	*100 Sq Ft*		A

New York Carrier to Carrier Statistical Metric Evaluation Procedures

Statistical evaluation is used here as a tool to assess whether the Incumbent Local Exchange Company's (ILEC) wholesale service performance to the Competitive Local Exchange Companies (CLECs) is at least equal in quality to the service performance that the ILEC provides to itself (i.e., parity). Carrier-to-Carrier (C2C) measurements having a parity standard are metrics where both the CLEC and ILEC performance are reported.[1]

A. Statistical Framework

The statistical tests of the null hypothesis of parity against the alternative hypothesis of non-parity defined in these guidelines use ILEC and CLEC observational data. The ILEC and CLEC observations for each month are treated as random samples drawn from operational processes that run over multiple months. The null hypothesis is that the CLEC mean performance is at least equal to or better than the ILEC mean performance.

Statistical tests should be performed under the following conditions.

1) The data must be reasonably free of measurement/reporting error.

2) The ILEC to CLEC comparisons should be reasonably like to like.

3) The minimum sample size requirement for statistical testing is met. (Section B)

4) The observations are independent. (Section D)

These conditions are presumed to be met until contrary evidence indicates otherwise.

To the extent that the data and/or operational analysis indicate that additional analysis is warranted, a metric may be taken to the Carrier Working Group for investigation.

B. Sample Size Requirements

[1] Section 251(c)(2)(C) of the Telecommunications Act of 1996 states that facilities should be provided to CLECs on a basis "that is at least equal in quality to that provided by the local exchange carrier to itself." Paragraph 3 of Appendix B of FCC Opinion 99-404 states, "Statistical tests can be used as a tool in determining whether a difference in the measured values of two metrics means that the metrics probably measure two different processes, or instead that the two measurements are likely to have been produced by the same process."

The assumptions that underlie the C2C Guidelines statistical models include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, the characteristics of the sample may not reasonably represent those of the population. Meaningful statistical analysis may be performed and confident conclusions may be drawn, if the sample size is sufficiently large to minimize the violations of the assumptions underlying the statistical model.

The following sample size requirements, based upon both statistical considerations and also some practical judgment, indicate the minimum sample sizes above which parity metric test results (for both counted and measured variables) may permit reasonable statistical conclusions.

The statistical tests defined in these guidelines are valid under the following conditions:

> *If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.*
> *If there are only 7 of one, the other must be at least 18.*
> *If there are only 8 of one, the other must be at least 14.*
> *If there are only 9 of one, the other must be at least 12.*
> *Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.*

When a parity metric comparison does not meet the above sample size criteria, it may be taken to the Carrier Working Group for alternative evaluation. In such instances, a statistical score (Z score equivalent) will not be reported, but rather an "SS" (for Small Sample) will be recorded in the statistical score column; however, the means (or proportions), number of observations and standard deviations (for means only) will be reported.

C. Statistical Testing Procedures

Parity metric measurements that meet the sample size criteria in Section B will be evaluated according to the one-tailed permutation test procedure defined below.

Combine the ILEC and CLEC observations into one group, where the total number of observations is $n_{ilec+} n_{clec}$. Take a sufficiently large number of random samples of size n_{clec} (e.g., 500,000). Record the mean of each re-sample of size n_{clec}. Sort the re-sampled means from best to worst (left to right) and compare where on the distribution of re-sampled means the original CLEC mean is located. If 5% or less of the means lie to the right of the reported CLEC mean, then reject the null hypothesis that the original CLEC sample and the original ILEC sample came from the same population.

If the null hypothesis is correct, a permutation test yields a probability value (*p value)* representing the probability that the difference (or larger) in the ILEC and CLEC sample means is due to random variation.

Permutation test *p values* are transformed into "Z score equivalents." These "Z score equivalents" refer to the standard normal Z score that has the same probability as the p-values from the permutation test. Specifically, this statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the probability of seeing the reported CLEC mean, or worse, in the distribution of re-sampled permutation test means. A Z score of less than or equal to –1.645 occurs at most 5% of the time under the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean. A Z score greater than –1.645 (p-value greater than 5%) supports the belief that the CLEC mean is at least equal to or better than the ILEC mean. For reporting purposes, Z score equivalents equal to or greater than 5.0000 are displayed on monthly reports as 5.0000. Similarly, values for a Z statistics equal to or less than –5.0000 are displayed as –5.0000.

Alternative computational procedures (i.e., computationally more efficient procedures) may be used to perform measured and counted variable permutation tests so long as those procedures produce the same p-values as would be obtained by the permutation test procedure described above. The results should not vary at or before the fourth decimal place to the Z score equivalent associated with the result generated from the exact permutation test. (i.e., the test based upon the exact number of combinations of n_{clec} from the combined $n_{ilec+}\, n_{clec}$).

Measured Variables (i.e., metrics of intervals, such as mean time to repair or average delay days):

The following permutation test procedure is applied to measured variable metrics:

1. Compute and store the mean for the original CLEC data set.
2. Combine the ILEC and CLEC data to form one data set.
3. Draw a random sample without replacement of size n_{clec} (sample size of original CLEC data) from the combined data set.

    a) Compute the test statistic (re-sampled CLEC mean).
    b) Store the new value of test statistic for comparison with the value obtained from the original observations.
    c) Recombine the data set.

4. Repeat Step 3 enough times such that if the test were re-run many times the results would not vary at or before the fourth decimal place of the reported Z score equivalent (e.g., draw 500,000 re-samples per Step 3).
5. Sort the CLEC means created and stored in Step 3 and Step 4 in ascending order (CLEC means from best to worst).

6. Determine where the original CLEC sample mean is located relative to the collection of re-sampled CLEC sample means. Specifically, compute the percentile of the original CLEC sample mean.
7. Reject the null hypothesis if the percentile of the test statistic (original CLEC mean) for the observations is less than .05 (5%). That is, if 95% or more of the re-sampled CLEC means are better than the original CLEC sample mean, then reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean. Otherwise, the data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
8. Generate the C2C Report "Z Score Equivalent," known in this document as the standard normal Z score that has the same percentile as the test statistic.

Counted Variables (i.e., metrics of proportions, such as percent measures):

A hypergeometric distribution based procedure (a.k.a., Fisher's Exact test)[2] is an appropriate method to evaluate performance for counted metrics where performance is measured in terms of success and failure. Using sample data, the hypergeometric distribution estimates the probability (*p value*) of seeing **at least** the number of failures found in the CLEC sample. In turn, this probability is converted to a Z score equivalent using the inverse of the standard normal cumulative distribution.

The hypergeometric distribution is as follows:

$$p\,value = 1 - \left\{ \sum_{i=\max(0,\{[n_{ilec}p_{ilec}+n_{clec}p_{clec}]+[n_{clec}]-[n_{ilec}+n_{clec}]\})}^{n_{clec}p_{clec}-1} \frac{\binom{[n_{clec}p_{clec}+n_{ilec}p_{ilec}]}{i}\binom{[n_{clec}+n_{ilec}]-[n_{clec}p_{clec}+n_{ilec}p_{ilec}]}{n_{clec}-i}}{\binom{[n_{clec}+n_{ilec}]}{n_{clec}}} \right\}$$

Where:

p value = the probability that the difference in the ILEC and CLEC sample proportions could have arisen from random variation, assuming the null hypothesis

n_{clec} and n_{ilec} = the CLEC and ILEC sample sizes (i.e., number of failures + number of successes)

p_{clec} and p_{ilec} = the proportions of CLEC and ILEC failed performance, for percentages 10% translates to a 0.10 proportion = number of failures / (number of failures + number of successes)

[2] This procedure produces the same results as a permutation test of the equality of the means for the ILEC and CLEC distributions of 1s and 0s, where successes are recorded as 0s and failures as 1s.

Either of the following two equations can be used to implement a hypergeometric distribution-based procedure:

The probability of observing **exactly** f_{clec} failures is given by:

$$\Pr(i = f_{clec}) = \frac{\binom{(f_{clec} + f_{ilec})}{f_{clec}} \binom{(n_{clec} + n_{ilec}) - (f_{clec} + f_{ilec})}{n_{clec} - f_{clec}}}{\binom{(n_{clec} + n_{ilec})}{n_{clec}}}$$

Where:

f_{clec} = CLEC failures in the chosen sample = $n_{clec}\, p_{clec}$
f_{ilec} = ILEC failures in the chosen sample = $n_{ilec}\, p_{ilec}$
n_{clec}= size of the CLEC sample
n_{ilec}= size of the ILEC sample

Alternatively, the probability of observing **exactly** f_{clec} failures is given by:

$$\Pr(i = f_{clec}) = \frac{n_{clec}!\, n_{ilec}!\, f_{total}!\, s_{total}!}{(n_{clec} + n_{ilec})!\, f_{clec}!\, (n_{clec} - f_{clec})!\, (f_{total} - f_{clec})!\, (n_{ilec} - f_{total} + f_{clec})!}$$

Where:

s_{clec} = the number of CLEC successes = $n_{clec}\ (1 - p_{clec})$
s_{ilec} = the number of ILEC successes = $n_{ilec}\ (1 - p_{ilec})$
$f_{total} \equiv f_{clec} + f_{ilec}$
$s_{total} \equiv s_{clec} + s_{ilec}$

The probability of observing f_{clec} **or more** failures [$Pr(i \geq f_{clec})$] is calculated according to the following steps:

1. Calculate the probability of observing exactly f_{clec} using either of the equations above.
2. Calculate the probability of observing all more extreme frequencies than $i = f_{clec}$, conditional on the
    a. total number of successes (s_{total}),
    b. total number of failures (f_{total}),
    c. total number of CLEC observations (n_{clec}), and the
    d. total number of ILEC observations (n_{ilec}) remaining fixed.

3. Sum up all of the probabilities for $Pr(i \geq f_{clec})$.
4. If that value is less than or equal to 0.05, then the null hypothesis is rejected.

D. Root Cause/Exceptions

Root Cause: If the permutation test shows an "out-of-parity" condition, the ILEC may perform a root cause analysis to determine cause. Alternatively, the ILEC may be required by the Carrier Working Group to perform a root cause analysis. If the cause is the result of "clustering" within the data, the ILEC will provide such documentation.

Clustering Exceptions: Due to the definitional nature of the variables used in the performance measures, some comparisons may not meet the requirements for statistical testing. Individual data points may not be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including the ILEC's troubles, within that individual event, the trouble duration is identical.

Another example of clustering is if a CLEC has a small number of orders in a single location with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs.

Finally, if root cause shows that the difference in performance is the result of CLEC behavior, the ILEC will identify such behavior and work with the respective CLEC on corrective action.

Another assumption underlying the statistical models used here is the assumption that the data are independent. In some instances, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence contributes to "clustering" of data. Clustering occurs when individual items (orders, troubles, etc.) are clustered together as one single event. This being the case, the ILEC will have the right to file an exception to the performance scores in the Performance Assurance Plan if the following events occur:

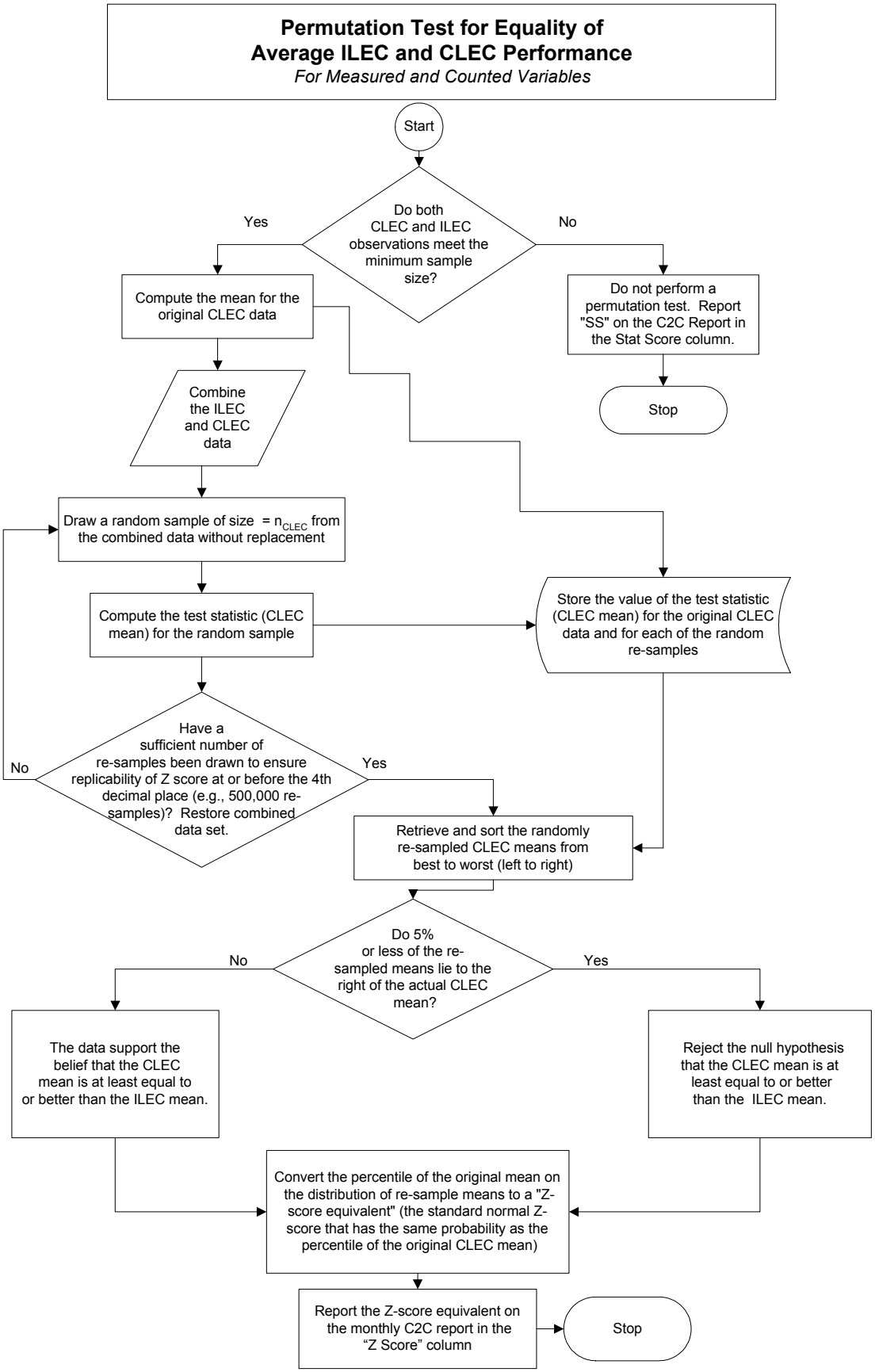
a. Event-Driven Clustering - Cable Failure: If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, the ILEC may provide data demonstrating that all troubles within that failure, including the ILEC troubles, were resolved in an equivalent manner. Then, the ILEC also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the ILEC and the remaining troubles will be compared according to normal statistical methodologies.

b. Location-Driven Clustering - Facility Problems: If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the ILEC will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, the ILEC will provide the provisioning performance with that data excluded. Additional location-driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. Time-Driven Clustering - Single Day Events: If a significant proportion (more than 30%) of CLEC activity, provisioning, or maintenance occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, the ILEC will provide the data demonstrating the activity is on that day. The ILEC will compare that single day's performance for the CLEC to the ILEC's own performance. Then, the ILEC will provide data with that day excluded from overall performance to demonstrate "parity."

CLEC Actions: If performance for any measure is impacted by unusual CLEC behavior, the ILEC will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when the ILEC has missed an appointment. If such action negatively impacts performance, the ILEC will provide appropriate detailed documentation of the events and communication to the individual CLEC and the Commission.

Documentation: The ILEC will provide all necessary detailed documentation to support its claim that an exception is warranted, ensuring protection of customer proprietary information, to the CLEC(s) and Commission. ILEC and CLEC performance details include information on individual trouble reports or orders. For cable failures, the ILEC will provide appropriate documentation detailing all other troubles associated with that cable failure.


Permutation Test for Equality of
Average ILEC and CLEC Performance
For Measured and Counted Variables
Start
Do both CLEC and ILEC observations meet the minimum sample size?
Yes
No
Compute the mean for the original CLEC data
Do not perform a permutation test. Report "SS" on the C2C Report in the Stat Score column.
Stop
Combine the ILEC and CLEC data
Draw a random sample of size = n_{CLEC} from the combined data without replacement
Compute the test statistic (CLEC mean) for the random sample
Store the value of the test statistic (CLEC mean) for the original CLEC data and for each of the random re-samples
Have a sufficient number of re-samples been drawn to ensure replicability of Z score at or before the 4th decimal place (e.g., 500,000 re-samples)? Restore combined data set.
No
Yes
Retrieve and sort the randomly re-sampled CLEC means from best to worst (left to right)
Do 5% or less of the re-sampled means lie to the right of the actual CLEC mean?
No
Yes
The data support the belief that the CLEC mean is at least equal to or better than the ILEC mean.
Reject the null hypothesis that the CLEC mean is at least equal to or better than the ILEC mean.
Convert the percentile of the original mean on the distribution of re-sample means to a "Z-score equivalent" (the standard normal Z-score that has the same probability as the percentile of the original CLEC mean)
Report the Z-score equivalent on the monthly C2C report in the "Z Score" column
Stop

Appendix M
November 2002 Compliance Filing

Order Accuracy Details:

In the order processing area two issues of concern are: (1) whether appropriate information is being recorded on the Order Confirmation ("LSRC") that VZ NY is sending CLECs; and (2) whether the VZ NY order correctly reflects what is included on the Local Service Request. VZ NY will separately measure performance for order confirmation and order accuracy.

LSRC Accuracy:

Short Term Solution: (NY, CT, MA, RI, NH, ME, VT)

VZ will manually sample LSRs and compare to their associated LSRC. Eight or Nine (depending on the order type) key fields will be compared to ensure that the correct information is placed on the LSRC. These key fields are information that Verizon must provide. Information already provided by the CLEC, hence already known, is not included in these critical fields. These fields are detailed below according to specific order types.

LSC Confirmation/Order Types:

	Loop			LNP			Platform/PORTS		
	New	Change	Disc.	Port Out	Trigger	Directory List	New	Migrate	Disc
FIELD NAME									
PON	X	X	X	X	X	X	X	X	X
VER	X	X	X	X	X	X	X	X	X
ATN	X	X	X	X	X	X	X	X	X
CD/SENT	X	X	X	X	X	X	X	X	X
REP	X	X	X	X	X	X	X	X	X
TELNO	X	X	X	X	X	X	X	X	X
ECCKT	X								
SOID	X	X	X	X	X	X	X	X	X
SOID DD	X	X	X	X	X	X	X	X	X

Sampling methodology:

VZ will sample according to the centers that process CLEC orders, 20 LSRs per center. Samples will be identified using random number generation from DCAS. VZ will then print a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluate it to determine if the information included is accurate. These centers are as follows:

Center	Product	State(s) Covered
New York (West St.)	Resale	NY, CT
New York (West St.)	UNE Loop/LNP	NY, CT, MA, RI, NH, ME, VT
Boston (High St.)	UNE-P & Combinations	NY, CT, MA, RI, NH, ME, VT
Boston (Franklin St.)	Resale	MA, RI, NH, ME, VT

Long Term Solution: (NY, CT, MA, RI, NH, ME, VT)

Upon implementation of the "Request Manager" (formerly known as LSRM in the South states), VZ NY will have an automated capability to measure % LSRCs re-sent due to error.

Appendix M
November 2002 Compliance Filing

Order Accuracy:

Permanent Solution:

Order accuracy performance will be completed using a manual sampling process whereby 20 completed Service Orders are selected each day using a random number generator within DCAS. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Due Date

Includes all fields on service order that impact service. For example "optional fields" such as call forwarding to telephone number would be included as a "feature" field and be subject to review.

APPENDIX O

Northeast Regional Quality Baseline Validation Test Deck - LSOG5/6

June

Pre-Order and Order Weights

PRE-ORDER						ORDER			Appendix O TOTAL
25% of total weights 27 scenarios						75% of total weights 50 scenarios			100% 77 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 6 scenarios	12% of preorder 3% of total 1 scenario	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 7 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 5 scenario	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 17 scenarios	40% of orders 30% of total 15 scenarios	C = CORBA L = LEGACY
Customer Service Record	Due Date Availability	Address Validation	Product & Service Availability/Directory Listings/ Service Analyzer	TN Availability Ord Reservation	Facility Availability (Loop Qualification) / Loop Make-Up	Scenarios	Scenarios	Scenarios	
16C 1.67% 16L 1.67% 17 1.67% 18 1.67% 19 1.67% 22 1.67%	4 3.00%	6C 0.60% 6L 0.60% 7 0.60% 8 0.60% 9 0.60%	5 0.43% 10 0.43% 11 0.43% 12 0.43% 13 0.43% 21C 0.43% 21L 0.43%	1 1.00% 2 1.00% 3 1.00%	14 0.60% 15C 0.60% 15L 0.60% 20C 0.60% 20L 0.60%	1 0.83% 2 0.83% 3 0.83% 4 0.83% 5 0.83% 6 0.83% 7 0.83% 8 0.83% 8S 0.83% 9 0.83% 10 0.83% 11 0.83% 12 0.83% 13 0.83% 14 0.83% 15 0.83% 16 0.83% 17 0.83%	30 1.76% 31 1.76% 32 1.76% 32J 1.76% 32S 1.76% 33 1.76% 34 1.76% 35 1.76% 35S 1.76% 36 1.76% *37 0.00% 38 1.76% 40 1.76% 41 1.76% 43 1.76% 44 1.76% 45 1.76% 46 1.76%	18 2.00% 19 2.00% 20 2.00% 21 2.00% 22 2.00% 23 2.00% 24 2.00% 25 2.00% 26 2.00% 27 2.00% 27S 2.00% 28 2.00% 29 2.00% 39 2.00% 42 2.00%	
10.00%	3.00%	3.00%	3.00%	3.00%	3.00%	15.00%	30.00%	30.00%	100.00%

*******Order UNE scenario 37 serves as a placeholder for a future scenario**

Appendix P

45 Business Day Augment Interval Timeline
6/19/01

Business Days																																													
-60	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45

Forecast prepared and submitted by CLEC

Completed Application received from CLEC

Clock Stops if Application Incomplete

[redacted]

Application disseminated to Engineering
Preliminary Site Survey Performed
VZ queries if CLEC not efficiently using existing capacity

[redacted]

Verizon notifies CLEC of Due Date and Estimated Costs

[redacted]

CLEC accepts and submits 50% deposit

Clock Stops if deposit not submitted by Day 17 (Application placed on hold)

[redacted]

CCR (Capacity Creation Request) issued
RFQ issued to vendor, vendor accepts
VZ and vendor schedule and perform detailed site survey
Vendor engineers job
Vendor develops material list and specification
Vendor orders material (cable/blocks, etc.)
CLEC notified of splitter delivery location and date (Line Share Option C only)

[redacted]

Material ships and is received at vendor warehouse
CLEC provided splitters delivered to vendor warehouse (Line Share Option C only)
MOP Performed
VZ notifies CLEC of any issues that will impact job completion
Installation Commences

Clock Stops if material or splitters not received

[redacted]

Vendor installs splitters and cabling
Vendor completes installation

[redacted]

EOJ Walk-thru
Quality Audit
Update Inventory
CFA to CLEC

Verizon's practice is to acknowledge receipt of applications for collocation within three (3) business days.

45 Business Day Augment Interval Timeline
6/19/01

Requirements for Deployment of 45 Business Day Augment Interval

- Infrastructure to support the requested augment must be in place (i.e.: cable racking from common area to distributing frames, relay racks for splitter shelves (Option C), frame capacity for termination blocks, cable holes, fuse positions at existing BDFBs, etc.)
- Verizon reserves the right to negotiate longer intervals if the CLEC has not reasonably forecasted augment requirements consistent with the appropriate tariff forcasting terms & conditions, where applicable
- Limited to single augments requests as follows:

800 2W Voice GradeTerminations
or 400 4W Voice Grade Terminations
or 600 Line Share/Split Facilities
or 28 DS1 Terminations
or 24 DS3 Terminations
or 12 Fiber Terminations
or 2 Feeds (1A & 1B) DC power fused at 60 amps or less
or Conversion of 2W VG to 4W VG (min 100 - max 800)
Note: All pairs must be spare and in consecutive 100 pair counts.

Guidelines for Deployment of 45 Business Day Augment Interval

- Verizon reserves the right to negotiate longer intervals if the CLEC is not efficiently using existing terminations or facilities and cannot demonstrate an immediate need for a 45 business day augment interval.
- CLEC must install sufficient equipment to support requested terminations/facilities
- CFA will be delivered at completion of augment
- In large central offices with complex cable runs (i.e.: multiple floors) VZ may request to negotiate extensions to the 45 business day interval
- CLEC may elect to pay expedite charges for material delivery (i.e.: cable) to insure interval is met

New York Carrier Working Group
Statement of Purpose &
Guidelines for Participation

Reviewing and revising Case 97-C-0139 Carrier-to-Carrier guidelines for performance metrics in the state of New York is primary purpose of this group. Carrier Working Group will address only those issues that pertain to the state of New York or are common to New York and other states.

Party participation in the Carrier Working Group is limited to ILECs, CLECs, Commission staffs, and Consultants sponsored by any of the preceding entities. Active participants are requested to acknowledge their understanding of the Guidelines for Participation by providing their signature at the bottom of this document.

While parties understand that consensus does not mean unanimous approval, the group recognizes that it has historically operated most effectively by modifying resolutions of issues to the maximum extent possible to achieve unanimity and minimizing the number of issues left to the Commission for decision.

General Guidelines:

- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.

- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

_____

Participant Signature

Projects Requiring Special Handling

Verizon customers have the opportunity to request special handling for unique or large-volume order activity that requires a particular type of coordination which results in defined deviation from normal business practices and system edits on the part of both the customer and Verizon. This special handling is called a "project"[1] and exists both on the Retail and Wholesale sides of the business. In Retail, a project could be a large POTS to Centrex or PBX conversion that would require coordination between the customer, the Verizon business office, the Verizon downstream provisioning forces (central office and field) and Verizon site support. Negotiated critical dates, times, and customized provisioning and feature packages are part of the effort. In addition to this scenario, examples of Projects requiring special handling for CLECs also include: migrations of many end users to the CLEC's platform acquired simultaneously from either Verizon or another CLEC in a business acquisition such as a bankruptcy (however this process is described in detail in the NY PSC Case 00-C-0188 Order dated December 4, 2001 (http://www.dps.state.ny.us/fileroom/doc10880.pdf) and is not part of this appendix); line or feature changes to an entire CLEC customer base (for example, hundreds of thousands of changes to the PIC or LPIC or blocking of certain types of services); high volumes of hot-cuts in the same central office where special handling and communication between the CLEC and Verizon is critical; and large jobs involving a large, sensitive customer such as a hospital or government agency. This special handling/coordination is of great benefit to the customer and ensures timely installation on the negotiated due dates and accurate provisioning of requested services associated with a large request or unusual circumstances. This special handling is also of benefit to Verizon in controlling and managing potentially disrupting workflow.

To serve the CLECs in this area, each Verizon Wholesale National Market Center (NMC) has established a "project group" staffed by representatives and managers. These groups are expert in provisioning these large, complex and sensitive requests. They act as the Single Point of Contact to the CLEC and provide the CLEC a conduit for communications throughout the entire project. The project team works the project LSRs in aggregate, as opposed to random distribution throughout the general NMC representative population. This level of service can provide the CLEC specialized instruction, directions for completing LSRs, up-to-the-minute status, and can eliminate delay and re-work that might normally arise out of a query on an incorrectly filled out LSR. To that end, order information is typically organized and scrubbed to ensure accuracy. This specialized support also facilitates real time correction of facilities issues such as "working pairs" and "no dial tone" situations on a hot-cut.

To the extent that this specialized project support causes Verizon to miss certain metrics, Verizon will exclude the PONS associated with the project from specific ordering and provisioning metrics. For example, a CLEC might elect to transmit all orders for the entire project at once yet, schedule the implementation and resulting due dates at varying later times.

[1] This project description does not apply to those orders that Verizon unilaterally requires a project be established (e.g. routine CLEC to CLEC migrations).

Upon agreement from both Verizon and the CLEC that the work will be handled as a project the CLEC will transmit either electronically or in writing the following information:

1. A list of PONs to be associated with the project.
2. A unique PON identifier.
3. Start date
4. Approximate completion date
5. A definition of the special handling to be required by the project and the requested deviations from standard business practices due to the project.

Verizon will exclude such PONs from specific metrics as shown in Table A. Table B lists measurements that would only be excluded if circumstances warrant. The metrics and the circumstances for exclusion are identified below.

Based on the project specifications, including completion criteria, that Verizon personnel receive (or based on a copy of the CLEC project specifications forwarded by CLEC metrics personnel), Verizon will at the CLECs request alert the CLEC of potential Table B metric issues as early in the project planning as possible.

Verizon will provide the affected CLEC and the Commission staff notification of the exclusions via the metrics change control notification process. The change control notification identifies:

1. A list of the specific project PONs to be excluded from the Table B metrics (on a metric by metric basis) associated with the project along with sufficient data to justify the exclusion
2. The data months for which the exclusions will apply.

Should Verizon and the project requesting CLEC not agree on metrics to be excluded, Verizon will initiate the Wholesale Metrics Change Control and the project will proceed. Verizon and the CLEC will attempt to resolve the metrics issue on a business to business basis. Absent agreement, the parties will use the EDR process to resolve the issue.

Projects requiring special handling will be excluded from the following metrics as appropriate:

TABLE A

Metric #	*Metric Name*	*Circumstances for exclusion*
OR-1	Order Confirmation Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-1.
OR-2	Reject Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that automatically reject (flow through) will not be excluded from OR-2.
OR-7	Order Confirmation/Rejects	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-7.
PR-1 (PR-2 where it still exists)	Average Interval Offered	Special handling frequently results in longer than standard intervals. Verizon may not be able to exclude these via "X" coding per normal process. A PON specific exclusion may be redundant, but will ensure that the longer interval is excluded.
PR-3	Completed within Specified number of Days	Special handling frequently results in longer than standard intervals

Projects requiring special handling will be excluded from the following metrics if circumstances warrant. This will be determined on a case by case basis and/or at the CLEC's request when the project is being negotiated. Verizon will notify the CLEC of the metric exclusion through the Metrics Change Control process.

TABLE B

Metric #	*Metric Name*	*Circumstances for exclusion*
OR-4	Timeliness of Completion Notification	If the nature of the project or unique circumstances of the account will cause fall out for Post Completion Discrepancy (PCD), orders will be excluded from relevant metrics. For example, if a CLEC knows that it is providing incorrect address information, and requests that the LSRs not be rejected, the order will fall out for correction as a PCD.
OR-5	Percent Flow Through	An order that would in normal circumstances flow through, but does not because manual handling is required for the special project would be excluded
PR-6	Installation Quality	In situations where testing or cooperative testing can not occur through the normal process

Provisioning Cooperative Continuity Testing – UNE 2-Wire xDSL Loop

After completing the installation of a UNE 2-Wire xDSL Loop, the Verizon field technician will contact any CLEC that chooses to perform a cooperative continuity test. The CLEC indicates they elect to participate in cooperative testing by noting the CLEC's toll-free number on the LSR submitted to Verizon. The participating CLEC must provide a toll-free number and have remote test access capabilities.

The Verizon technician will test with the CLEC from the customer's demarcation point. . Once the Loop is accepted by the CLEC, the CLEC must provide a serial number to the Verizon technician. The Verizon technician will wait (i.e., hold) no longer than five (5)-minutes to begin the test.

If the CLEC remote test system is inoperative, or if the Verizon technician cannot complete the test for any reason, Verizon's Provisioning Center will contact the CLEC when the work is completed to provide the demarcation information to the CLEC, and permit the CLEC to perform a one-way test on the Loop to verify it meets service requirements. The CLEC may accept the Loop, or may indicate to the Verizon Provisioning Center that there is a defect. The CLEC shall specify the defect if one is encountered, and Verizon will take corrective action where possible (e.g., Verizon can take corrective action because the 2-Wire xDSL Loop is within the specified technical 2-Wire xDSL Loop parameters).